

# PUREEDGE ICS VIEWER

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User's Manual v5.1



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**PureEdge Solutions      [www.PureEdge.com](http://www.PureEdge.com)**

**tel.** 1-888-517-2675      **fax.** 250-708-8010      **email.** [info@PureEdge.com](mailto:info@PureEdge.com)

**address:** 4396 West Saanich Road, Victoria, BC, Canada V8Z 3E9

# Contents

<b>INTRODUCTION.....</b>	<b>1</b>
ABOUT THE ICS VIEWER .....	1
ABOUT THIS MANUAL .....	2
<b>CHAPTER ONE: GETTING STARTED .....</b>	<b>5</b>
INSTALLING AND LICENSING THE VIEWER .....	5
STARTING THE VIEWER.....	9
GETTING HELP .....	12
<b>CHAPTER TWO: USING THE VIEWER.....</b>	<b>13</b>
OPENING FORMS .....	13
FILLING OUT FORMS .....	15
CHECKING SPELLING .....	22
SAVING FORMS .....	26
SUBMITTING FORMS.....	26
PRINTING FORMS .....	27
CLOSING FORMS .....	29
<b>CHAPTER THREE: SETTING VIEWER PREFERENCES.....</b>	<b>31</b>
OPENING THE PREFERENCES FORM.....	31
BASIC PREFERENCES.....	32
INPUT PREFERENCES .....	35
PRINT PREFERENCES .....	36
ADVANCED PREFERENCES .....	38
<b>CHAPTER FOUR: ADVANCED VIEWER FUNCTIONS.....</b>	<b>41</b>
EMAILING FORMS .....	41
MANAGING ATTACHED FILES .....	45
MANAGING THE SPELLING CHECKER .....	50
WORKING OFFLINE.....	61
SIGNING FORMS .....	65
ACCESSIBILITY FEATURES .....	70
<b>CHAPTER FIVE: TROUBLESHOOTING .....</b>	<b>73</b>
KNOWN ISSUES .....	73

HOW TO CONTACT PUREEDGE SOLUTIONS ..... 77

**INDEX..... 79**

# Introduction

Welcome to the *ICS Viewer User's Manual*. ICS Viewer™ is a component of the Internet Commerce System (ICS), a powerful suite of software designed to make information gathering easy, quick, and cost-effective. This manual introduces you to the Viewer and its operations.

## About the ICS Viewer

The Viewer provides a single interface for users to open, fill out, and save InternetForms. The Viewer can display forms within its own window (standalone) or within your web browser. In either case, all of the Viewer's functionality is available.

There are three Viewers:

- **QuickFill Viewer:** allows users to open, fill out, and submit forms.
- **QuickSign Viewer:** adds the ability to sign forms with Clickwrap signatures.
- **KeySign Viewer:** adds the ability to sign forms with Clickwrap, Authenticated Clickwrap, and digital signatures.

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**Note** If you are not certain which Viewer you have, click the **About** button in the Viewer's toolbar.

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## Where the Viewer Fits into Your System

ICS Viewer is a component of the Internet Commerce System (ICS), a powerful suite of forms software. Other components include ICS Designer and ICS API.

- **ICS Viewer** – The Viewer is the component of the ICS suite that acts as the interface between InternetForms and other parts of your system, such as web servers and databases. We recommend that you install the Viewer before installing other components of the ICS suite.
- **ICS Designer** – The Designer provides a drag-and-drop design environment for creating InternetForms. Use the Designer to create InternetForms quickly and easily.
- **ICS API** – The Application Programmer's Interface (API) enables programmers to incorporate InternetForms and ICS technology into their applications.

## About This Manual

This manual explains all aspects of the Viewer, including how to fill out forms, set user preferences, and submit completed forms. The manual also discusses form signing procedures for the QuickSign and KeySign Viewers. Where appropriate, this manual indicates which Viewers support a given feature.

This manual is divided into the following sections:

- ❑ **Introduction** – Introduces this manual and the three versions of the Viewer.
- ❑ **Chapter One: Getting Started** – Explains how to install the Viewer and describes the Viewer's interface and Help tools.
- ❑ **Chapter Two: Using the Viewer** – Provides step-by-step instructions for the most common tasks you will need to perform using the Viewer. You will learn how to open, fill out, save, submit, and print InternetForms.
- ❑ **Chapter Three: Setting Viewer Preferences** – Explains how to change the Viewer's customizable settings to suit your needs. You will learn how to specify your preferred browser, set up email and printing preferences, and more.
- ❑ **Chapter Four: Advanced Form Functions** – Explains important, but less frequently used features of the Viewer. You will learn how to email forms, manage attachments and dictionaries, and sign documents.
- ❑ **Chapter Five: Troubleshooting** – Provides solutions to some of the common problems faced by Viewer users and explains how to contact PureEdge Solutions for further assistance.

## Who Should Use This Manual

The *ICS Viewer User's Manual* is intended for anyone who wants to view, fill out, or otherwise work with InternetForms. It explains how to set up the Viewer for optimum performance, and details how the Viewer works so that both users and designers can take full advantage of its functionality.

## Document Conventions

For convenience, this manual uses the following conventions:

<b>Viewer</b>	Refers to the ICS Viewer. Where appropriate, this manual will indicate a
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specific Viewer (QuickFill, QuickSign, or KeySign).

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**Forms**

Used in place of InternetForms.

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**Network**

Refers to any type of computer network, including local area networks (LANs), wide area networks (WANs), intranets, or the Internet. If the specific type of network needs to be identified, it is named explicitly.

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**x.x**

Represents the version number of the Viewer.

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**.xfd**

The default filename extension for InternetForms. Other supported filename extensions are **.frm**, **.xfdl**, **.ufd**, and **.ufdl**.

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**< >**

Used as placeholders. For example, *<Viewer directory>* represents the directory in which you installed the Viewer.





# Chapter One: Getting Started

This section explains how to install the Viewer on your computer, introduces you to the Viewer environment, and explains some of its Help features.

## System Requirements

To run the Viewer, your system must meet the following minimum requirements:

- Microsoft Windows 95/98/ME/ 2000/XP or NT 4.0
- Pentium 133Mhz processor (Pentium 200Mhz recommended)
- 24 MB of RAM (32 MB recommended)
- 25MB of free disk space
- Web browser:
  - Netscape Navigator/Communicator 4.0 or higher (excluding 6.0 and 6.01)
  - Internet Explorer 4.0 or higher

## Installing and Licensing the Viewer

Before you can install the Viewer, you must log on to Windows using the correct user profile:

- **Windows 95/98/ME** – You can install the Viewer under any user profile.
- **Windows NT 4.0/2000/XP** – You must install the Viewer as an administrator.

In either case, the installer will create a copy of the Viewer that is available to all users on that computer, regardless of which profile they use to log on.

To install the Viewer:

1. Log on to Windows as an administrator (or under any profile for Windows 95/98/ME).
2. Using Windows Explorer, double-click the Viewer's install package.
  - The Viewer Installer starts.

3. Follow the prompts to install the Viewer.
  - You must agree to the terms of the end-user license agreement or the Viewer installation will be cancelled.
  - Unless you have a specific reason to do otherwise, *we suggest you accept the default directory*; doing so simplifies file management.
4. When the installation is complete, select **Launch the Application** in the final dialog box and click **Finish**.
  - The Viewer launches and opens the **ICS Viewer Help** form.

### Licensing the Viewer


Once you have installed the Viewer, you will have to license it for each user profile. To do this, you first need a serial number and license key for each user. If you have not purchased licenses, you can evaluate the Viewer for 30 days.

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**Note** If you are working exclusively with licensed forms, you do not need to license the Viewer.

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To license the Viewer:

1. Log on to Windows under the appropriate user profile.
2. Launch the Viewer.
  - The **Open Form** dialog box appears.
3. Open any form.
  - If you do not have a form available, open the **viewer\_help.xfd** form. You can find this form in the **help** folder located in the Viewer's install folder.
4. Click the **About**  button in the toolbar, and then click **License**.
  - The ICS License Agreement appears.
5. Click **Accept** to agree to the terms of the license agreement.
  - The **License Dialog** box appears.

6. Perform one of the following actions:
  - Select **30-day evaluation** to evaluate the Viewer software for a period of 30 days.
  - If you purchased a license to use the Viewer, enter your **Serial Number** and **License Key** in the appropriate fields.
7. Click **OK** to apply your choice.
  - A confirmation message appears.
8. Click **OK** to complete the licensing and return to the Viewer.

Once you have licensed the Viewer for a user profile, that profile will be able to open and work with forms freely. However, other user profiles on the computer will not be able to access forms until they are also licensed.

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**Note** If during the 30-day evaluation period you decide to purchase a license for the Viewer, contact PureEdge at 1-888-517-2675 or [info@PureEdge.com](mailto:info@PureEdge.com).

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## Using the Viewer Under Different User Profiles

Once the Viewer is installed, it will be available to all user profiles on that computer. When the Viewer is first launched under a new profile, the Viewer's preferences and dictionaries are copied to that profile. The preferences and dictionaries are then maintained separately for that profile, which means that each profile will have custom preferences and dictionary settings.

## Location of Installed Viewer Files

The following sections introduce some important files you should know about. Provided you accepted the default file location settings when you installed the Viewer, all necessary files will be installed on your computer in the default directories. If you are missing any of these files, contact [support@PureEdge.com](mailto:support@PureEdge.com) for more information.

The default directory on your local computer for the Viewer files is:

`C:\Program Files\PureEdge\Viewer x.x\`

### Preferences Form

A unique preferences form for the Viewer is stored in each user's profile folder. If you accepted the default installation, this will be one of the following folders:

#### Windows 95/98/ME:

Single User Mode:

`c:\windows\Application Data\PureEdge\Viewer x.x\prefs\`

Multi-User Mode:

`c:\windows\Profile\<current user>\Application Data\ PureEdge\Viewer x.x\prefs\`

#### Windows NT 4.0:

`c:\WINNT\Profiles\<current user>\Application Data\PureEdge\Viewer x.x\prefs\`

#### Windows 2000/XP:

`c:\Documents and Settings\<current user>\Application Data\PureEdge\Viewer  
x.x\prefs\`

### Browser Extension Files

An extension file must be installed before you can view forms in Microsoft and Netscape browsers. Normally, the Viewer's install package automatically installs this file. However, if the installer is unable to locate your browser, the extension file may not be installed correctly. In these cases, you will have to copy the extension file yourself. Refer to the readme.txt file included in the Viewer's installation for more information.

If you install a new browser after installing the Viewer, we recommend that you uninstall and re-install the Viewer. This will ensure that the correct software is installed for the browser version you are using, and will eliminate conflicts with the original installation.

### Signature Extension Files

Installing the QuickSign and KeySign Viewers places signature extension files on your computer, which are used for signing and verifying signatures. See "Chapter Three: Setting Viewer

Preferences” on page 31 and the readme.txt included in the Viewer installation for more information.

## Starting the Viewer

The Viewer can run in two different “modes”:

- As a stand-alone application.
- Within a web browser.

To learn how to open a form in stand-alone mode, see “Opening Locally Stored Forms” on page 13.

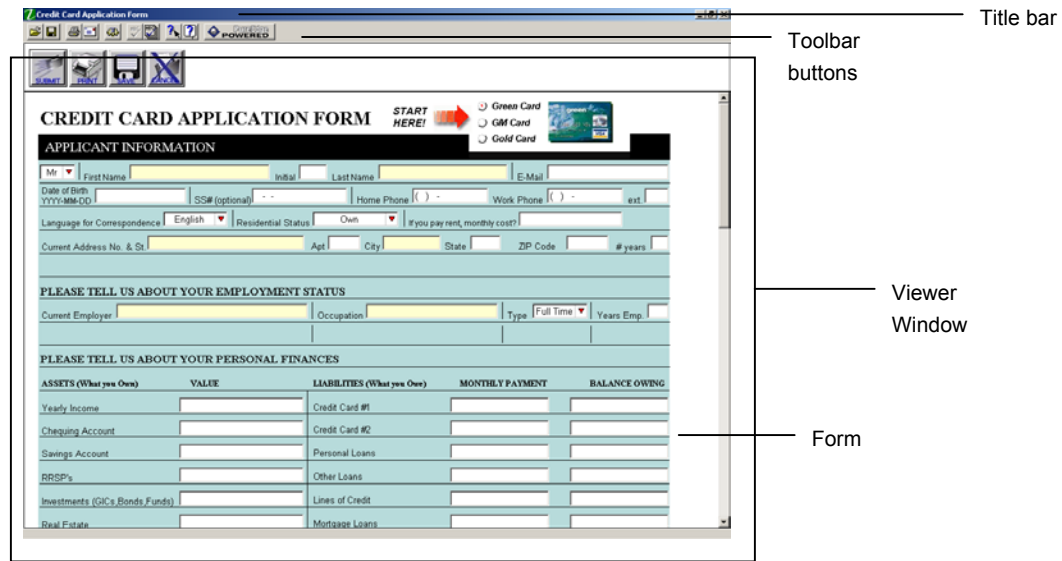
To learn how to open a form in a web browser, see “Opening Forms over the Internet” on page 14.

## The Viewer Environment

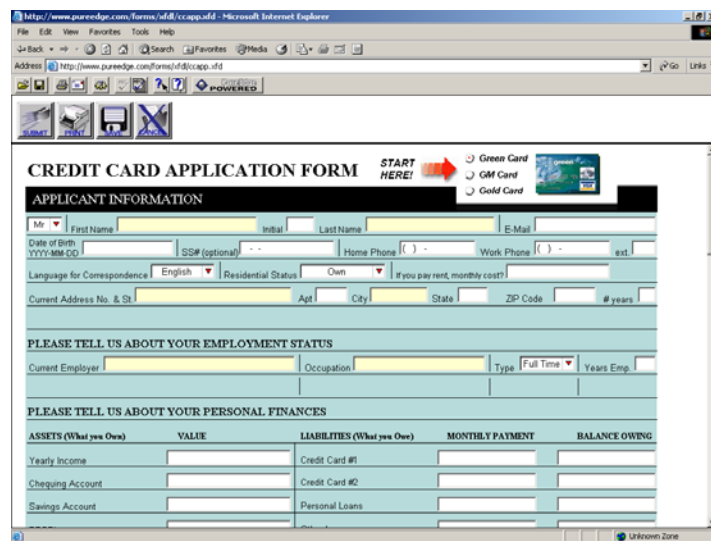
The Viewer’s standard display environment includes a title bar, a toolbar and the Viewer window. These elements are explained in detail in the following section.

### Title Bar

The title bar appears at the top of the Viewer window, and displays the name of the form. In the case of a multi-page form, the title bar may show the name of each page. For example, in the following diagram, the title bar shows the form’s title: **Credit Card Application Form**.



Note that when you are working on forms in a web browser, there is no title bar for the Viewer. Instead, the title bar of the browser displays the location or URL of the form, as shown in the following diagram:




## Toolbar Buttons

Whether you are running the Viewer as a stand-alone application within a browser, it always displays a toolbar containing the following tool buttons:





To activate a tool, click the appropriate button. Depending on the form, some buttons may not always be active. When a button is not available, it appears dimmed.


The following list explains each tool:


 **Open Form** – Opens a form in a new window.


 **Save Form** – Saves the current form.


 **Print** – Prints the current form.


 **Mail Form** – Emails the current form. For more information, see [Emailing Forms](#) on page 41.


 **Preferences** – Opens the Viewer Preferences Form. For more information, see “[Setting Viewer Preferences](#)” on page 31.

 **Check Spelling** – Checks the spelling within a single field. For more information, see “[Checking Spelling](#)” on page 22.


 **Check All Spelling** – Checks the spelling of all input text in the current page. For more information, see “[Checking Spelling](#)” on page 22.

 **Help Mode** – Enables context-sensitive help. For more information, see “[Context-Sensitive Help](#)” on page 12.

 **Viewer Help** – Opens the Viewer’s Help page.

 **About** – Displays version and registration information about the Viewer.

## Viewer Window

The Viewer window is the area immediately below the toolbar in which InternetForms are displayed. You can manipulate the Viewer window by clicking the context-menu button  at the upper left of the Viewer, and then selecting **Restore**, **Move**, **Size**, **Minimize**, **Maximize**, or **Close**. You can also change the size of the Viewer window by dragging its edges or corners.

## Viewer Form

The forms displayed in the Viewer are InternetForms. These forms are displayed in the Viewer window and are separate from the Viewer itself. You can identify forms that are Viewer-compatible by the file extension .xfd, .xfdl, .frm, .ufd or .ufdl.

## Getting Help

The Viewer provides two help options: tooltips and context-sensitive help.


### Tooltips

Tooltips are short notes that help you use the Viewer's toolbar. If you want to know what a button does, hold the cursor over that button (without clicking). Within a few moments, the button's description appears in a yellow box next to the button. Tooltips are only available for buttons in the Viewer's toolbar.



The following diagram shows the tooltip for the **Save** button:

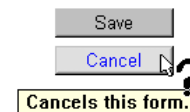


### Context-Sensitive Help

Context-sensitive help is designed to provide help messages for individual form elements such as fields, check boxes, buttons, and so on. Context-sensitive help may not always be available, depending on how the form was designed. When a form contains context-sensitive help, the Help  button will be available in the Viewer's toolbar.

If context-sensitive help is available and you want to see the messages, follow this procedure:

1. From within the open form, click **Help** .
2. The cursor changes to: 
3. Position the mouse over a field, button or other item.
4. If the design of the form includes context-sensitive help for the item, a help text box appears below the cursor as shown in the diagram to the right.





## Chapter Two: Using the Viewer

This chapter describes the procedures that you use most frequently when working with forms. You will learn how to:


- Open a form (see page 13)
- Fill out a form (see page 15)
- Check spelling (see page 22)
- Save a completed form (see page 26)
- Submit a form (see page 26)
- Print a form (see page 27)
- Close your form (see page 29)

For more advanced features and procedures, see “Advanced Viewer Functions” on page 41.

To help you understand the following procedures, a number of sample forms are available for download from PureEdge’s website at: **[www.PureEdge.com](http://www.PureEdge.com)**. Look for the link to **Sample Forms**.

### Opening Forms

To view or fill out a form you must first open it in the Viewer. The Viewer can open forms in two different modes: in its own window or within a web browser. Which mode you use depends on whether the form is stored locally or available on the Internet.

The Viewer can open InternetForm files with the extensions .frm, .ufd, .xhdl, .ufd, or .xfd. The default file extension is .xfd and has the following icon: .


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**Note** The Viewer may be unable to display forms that contain errors affecting the form’s functionality or appearance. If so, the Viewer displays an error message on your screen.

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### Opening Locally Stored Forms

The Viewer opens locally stored forms in stand-alone mode. There are three ways to open forms that are stored on your computer:

- A. You can open the Viewer and then use it to open a form:
  - 1. Click **Start > Programs > ICS Viewer x.x > ICS Viewer**.
    - An **Open Form** dialog box opens..
  - 2. Browse to select the InternetForm you want to view and then click **Open**.
- B. You can locate the InternetForm you wish to open using Windows Explorer and double-click it. Windows will automatically run the Viewer and open the form.
- C. If the Viewer is already running:
  - 1. On the Viewer's toolbar, click the **Open Form**  button.
  - 2. Use the **Open Form** dialog box to locate and select the InternetForm you want to view.
  - 3. Click **Open**.

---

**Note** You can have multiple forms open at once. However, each form appears in a new instance of the Viewer.

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## Opening Forms over the Internet

When working in your web browser, you may click a link to an InternetForm. In these cases, the Viewer will open the form within your web browser.

To open a form over the Internet:

- 1. Start your browser.
- 2. Point your browser to a web page that contains links to InternetForms. (Sample forms are available at **www.PureEdge.com** – look for the link to sample forms).
- 3. Click the link to an InternetForm.
  - The form automatically opens in your browser.

You can also open locally stored forms within your browser:

- 1. Start your browser.
- 2. From the **File** menu, select **Open** (or **Open Page**).

3. In the **Open** (or **Open Page**) dialog box, click **Browse**.
4. Locate and select the file you want to open and click **Open** (or **Open Page**).
  - The form automatically opens in your browser.

---

**Note** If you fill out a form using a web browser, be sure to save your form before accessing another web page. Otherwise, you may lose the information you entered in the form.

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### Clearing the Browser Cache

Web browsers can retain temporary copies of previously loaded files or web pages in a special cache. The next time you access one of these sites or files, your browser gets the information from the cache, rather than from the live web site. While this allows the browser to load files more quickly, it may result in the Viewer not displaying the correct or most up-to-date copy of a form. For instructions on how to clear your browser's cache, see "Chapter Five: Troubleshooting" on page 73.

### Opening Forms from an Email

You can open forms that you have received as attachments in an email.

1. Using your email software, open the email that contains the form.
  - The form is usually included as an attachment.
2. You can open the attachment directly from within the email program (usually by double-clicking on it), or, you can save the attachment to your computer and then open it.

For more information on configuring your email, see "Mail Configuration" on page 34.

## Filling out Forms

Filling out InternetForms is similar to filling out paper forms except that you use the mouse and the keyboard to enter your information. For example, you type text into fields and select check boxes by clicking them with the mouse. On the form, move from item to item by pressing the TAB key or use the mouse to reposition the cursor.

## Form Items

Because every form is designed to serve a specific purpose, forms can be very different from one another. However, all forms will contain some combination of the following items:

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**Field** – A field allows you to provide information by typing text. Some fields allow only a single line of text while others support multiple lines.

**Home Address:**

4396 Main Street  
Springfield, OH

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**Check Box** – Check boxes allow you to make selections from a list of choices. Depending on the form, you may be able to select one item from a group, or you may be able to make multiple selections. To make a selection, click the check box. To cancel (or clear) your selection, click the check box again. A selected check box is marked with a red check mark.

**Check all that apply:**

- ☒ **Newspaper**  
☒ **Radio**  
☐ **Television**
- 

**Radio Button** – Radio buttons are similar to check boxes, but you can only choose one button from a group and one button must be selected. When selected, a red dot appears in the button. Clear buttons are blank.

- ☐ **Mr.**  
☒ **Mrs.**  
☐ **Ms.**
- 

**List** – This item presents a list of choices. To make a selection, click the desired choice.

**Profession:**

Doctor  
Lawyer  
Engineer  
Accountant

---

**Popup List** – A popup list offers the same functionality as a list, except that the list's contents are not always visible. Normally, only the selected choice appears. Popup lists have a small button that, when clicked, causes the entire list to appear or "popup".

Profession: ▼

Doctor  
Lawyer  
Engineer  
Accountant

---

**Combobox** – A combobox is a combination of a field and popup list. This allows you to make a selection from the list, or enter your own text. The combobox provides a small button that causes the list of selections to appear

**Profession:**

Teacher ▼

Doctor  
Lawyer  
Engineer  
Accountant


---

**Button** – Buttons perform specific functions and are activated when the user clicks them with the mouse. Typical functions include saving, printing, submitting, and signing forms. A button can display text or an image.




## Keyboard Commands

The Viewer supports a number of keyboard commands that help with filling out forms and controlling the Viewer:

Key or Key Combination	Result
TAB	Move forward from item to item in the form.
SHIFT + TAB	Move backward from item to item in the form.
ENTER	Press ENTER to activate a button.
SPACE	Press SPACE to select a check box or radio button, or to view the list for a popup or combobox. When in an open popup or combobox item, press SPACE to select the current choice and close the list.
ARROW KEYS	Use LEFT and RIGHT ARROW to move between letters in a field. Use DOWN ARROW to view the list of choices for a popup or combobox. Use UP and DOWN ARROW to move through the list of choices in a popup or combobox.
CTRL + TAB	Insert a tab within a field.
ALT + SPACE	This opens the <b>context</b> menu, and has the same effect as clicking the  icon in the title bar.
CTRL + O	Open a form.
CTRL + S	Save the form.
CTRL + P	Print the form.
CTRL + M	Email the form.
ALT + F7	Spell check the selected item.
SHIFT + F7	Spell check the current page in the form.
ALT + F1	Open the ICS Viewer Help.

Key or Key Combination	Result
CTRL + H	Toggle the Viewer's help mode. This allows you to read any context-sensitive help message that are in the form.
CTRL + I	Open the About dialog.
ALT + F12	Open the Preferences form.

---

**Note** The keyboard commands can be overridden by the form designer. In some cases, specific forms may produce different results when using the keyboard commands.

---

## Using Fields

Fields are more versatile than lists, checkboxes, and radio buttons because they allow you to enter and edit text and numbers. The Viewer provides a number of features to make it easier to enter text from the keyboard. In addition, some forms verify that the information you enter is of the appropriate type and format for the field. Other fields may be mandatory or optional.

### Manipulating Text

The Viewer provides several features to make it easy to enter and edit text in fields. With just a few keystrokes or a click of the mouse, you can copy text from one field to another, correct mistakes, or clear entries.

#### Cutting Text

To cut text from a field using the mouse:

1. Click inside the field containing the text you want to cut.
2. Double-click a single word to select it, or drag the mouse to highlight a group of words.
  - To select all the text in a field, right-click the field and choose **Select All** from the menu.
3. Right-click the selected text, and choose **Cut** from the menu.
  - The text is removed from the field and placed in the clipboard.

To cut text from a field using the keyboard:

1. Press the TAB key until the cursor appears in the field containing the text you want to cut.
2. Press SHIFT and use the LEFT ARROW or RIGHT ARROW keys to highlight the text you want to cut.
3. Press CTRL + X.
  - The text is removed from the field and placed in the clipboard.

### Copying Text

To copy text from a field using the mouse:

1. Click inside the field containing the text you want to copy.
2. Double-click a single word to select it, or drag the mouse to highlight a group of words.
  - To select all the text in a field, right-click the field and choose **Select All** from the menu.
3. Right-click the selected text, and choose **Copy** from the menu.
  - The text is copied to the clipboard.

To copy text in a field using the keyboard:

1. Press the TAB key until the cursor appears in the field containing the text you want to copy.
2. Press SHIFT and use the LEFT ARROW or RIGHT ARROW keys to highlight the text you want to copy.
3. Press CTRL + C.
  - The text is copied to the clipboard.

### Pasting Text

To paste text into a field using the mouse:

1. Click inside the field in which you want to paste the text, and place the cursor in the position you want the text to appear.

2. Right-click the field and choose **Paste** from the menu.

- The text is pasted from the clipboard into the field.

To paste text into a field using the keyboard:

1. Press the TAB key until the cursor appears in the field where you want to paste the text.
  - Use the LEFT ARROW and RIGHT ARROW keys to place the cursor in the position you want the text to appear.
2. Press CTRL + V.
  - The text is pasted from the clipboard into the field.

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**Note** You can copy and paste text from one form to another, or from other applications to the Viewer.

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### Deleting Text

To delete text from a field using the mouse:

1. Click inside the field containing the text you want to delete.
2. Double-click a single word to select it, or drag the mouse to highlight a group of words.
  - To select all the text in a field, right-click the field and choose **Select All** from the menu.
3. Right-click the selected text, and choose **Delete** from the menu.
  - The text is removed from the field.

To delete text from a field using the keyboard:

1. Press the TAB key until the cursor appears in the field containing the text you want to delete.
2. Press SHIFT and use the LEFT ARROW or RIGHT ARROW keys to highlight the text you want to delete.
3. Press CTRL + X or the DELETE key.
  - The text is removed from the field.



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**Note** You can choose **Undo** from the menu to recover from the last change you made. However, the Undo function remembers only the last action you took, and will not undo a series of changes.

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### Field States and Types

Every field has two main properties:

**Field State** – Fields are either optional or mandatory and valid or invalid.

**Field Type** – Fields are configured to accept a specific type of data, such as text, numbers, or dates.

The following tables provides more details:

Field Behavior	Description
Optional	The background color of these fields is <b>white</b> unless modified by the form designer. You can enter information into the field if you choose, but it is not required.
Mandatory	The background color of these fields is <b>yellow</b> . If you do not complete a mandatory field, the Viewer will stop you the first time you try to move to the next item by pressing TAB, and an error message will appear. If you pres TAB again, you will move to the next form item.
Valid	Any field remains <b>white</b> if you enter information of the correct data type (see below).
Invalid	Any field turns <b>red</b> if you enter information that the Viewer cannot interpret according to its data type (see below). A mandatory field becomes invalid if you leave it blank.

Field Type	Description
Text	This field allows you to enter any keyboard character including letters, numbers, and punctuation. For example, this type of field can provide an area for a user to enter comments.
Numeric	This field limits your data to whole or decimal numbers. For example, in a credit card number field, you can enter a 12-digit numeric value. If you are entering a dollar value into a Numeric field, do not enter the dollar sign (\$).
Date	<p>These fields support dates in a wide variety of formats. To add the current date to any date field, you can type an asterisk (*) and then press the TAB or ENTER key. The Viewer automatically inserts the current date into that field.</p> <p>You can also enter dates manually. By default, the Viewer expects two digit dates to be entered in month, day, and year order. You can specify a different order in the field preferences (see page 35). Once you tab out of the completed date field, the Viewer will change a readable date to the format set in the form.</p>

---

**Note** In certain forms, the amount of text you can enter into a field might be restricted by the design of the form. If unrestricted, the maximum amount of text you can enter is 32K. This is equivalent to about 500 lines of text in a 60-character wide field.

---

## Checking Spelling

The Viewer includes a sophisticated spelling checker. Using its 100,000-word dictionary, it can find and correct spelling errors entered into forms. You can also create your own dictionaries or word lists if you want to include a large number of unusual words or names. For more information on working with dictionaries and word lists, see “Managing the Spelling checker” on page 50.

The Viewer provides two spell checking tools: one to verify the spelling of words within a single field, and one to spell check the contents of the entire form.



**Check Spelling** – Click this button to check the spelling of the item that the cursor is in. This button is only active if you have selected an item that supports data entry (such as a field or a combobox) *and* the form’s design allows spell checking.



**Check All Spelling** – Click to check the spelling of all input text in the current page. This button will only be active if the form’s design allows spell checking.

In either case, if any unrecognized words are found, a **Check Spelling** dialog box opens. You can then change the spelling, add new words to the dictionary, and so on.


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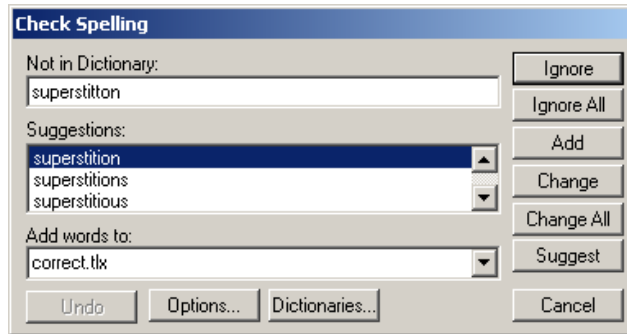
**Note** For more information about the Check Spelling feature, including setup options and instructions for working with dictionaries and word lists, see “Managing Dictionaries” on page 50.

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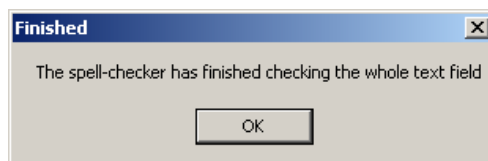
## Checking the Spelling of Text within a Single Item

To check the spelling of a word or a block of text within a single field:

1. Select the field or a portion of its contents.
  - To select an item, click the item or press TAB until the item has the focus.
  - To select all the text in an item, right-click the item and choose **Select All** from the menu.
  - To select a portion of an item’s contents, double-click a single word, or drag the mouse to highlight a group of words. Alternatively, you can press SHIFT and LEFT ARROW or RIGHT ARROW TO highlight a group of words.
2. Click the **Check Spelling**  button on the Viewer’s toolbar.
  - If the spelling checker cannot recognize a word, the **Check Spelling** dialog box appears:



- If you want to replace the unrecognized word with the word highlighted in the **Suggestions** field, click **Change**. Click **Change All** to automatically replace all further occurrences of the unrecognized word.
  - In the **Suggestions** field, the spelling checker may suggest other words. To accept one of those suggestions, select the word and click **Change** or **Change All**.
  - To ignore the suggestion and proceed with the spell check, click **Ignore**. Click **Ignore All** to ignore all occurrences of that word.
  - To add the unrecognized word to the current dictionary, click **Add**. For more information, see “Managing Dictionaries” on page 53.
  - Each time you click **Suggest**, the suggestions will improve in accuracy. This is useful if you set the suggestions to low accuracy. See page 51 for more information on setting your spell-checking options.
3. When the spelling checker finishes, a confirmation message appears:



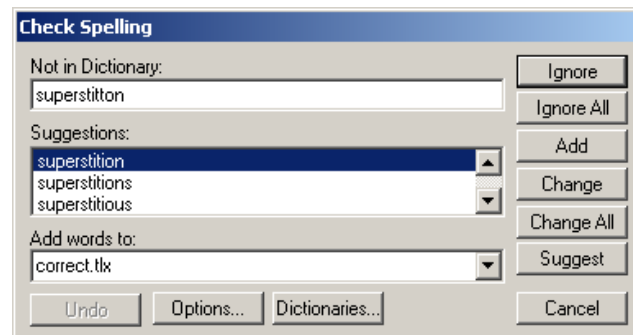
4. Click **OK** to end the spell check.

## Checking the Spelling of All Items

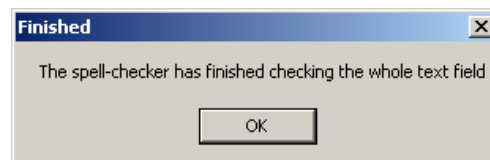
To check the spelling of all input text within the form:

1. Click the **Check All Spelling**  button on the Viewer's toolbar.

- If the spelling checker cannot recognize a word, the **Check Spelling** dialog box appears:




- If you want to replace the unrecognized word with the word highlighted in the **Suggestions** field, click **Change**. Click **Change All** to automatically replace all further occurrences of the unrecognized word.
  - In the **Suggestions** field, the spelling checker may suggest other words. To accept one of those suggestions, select the word and click **Change** or **Change All**.
  - To ignore the suggestion and proceed with the spell check, click **Ignore**. Click **Ignore All** to ignore all occurrences of that word.
  - To add the unrecognized word to the current dictionary, click **Add**. For more information, see “Managing Dictionaries” on page 53.
  - Each time you click **Suggest**, the suggestions will improve in accuracy. This is useful if you set the suggestions to low accuracy. See page 51 for more information on setting your spell-checking options.
2. Once the spell check for the selected text is complete, a confirmation message appears.



3. Click **OK** to end the spell check.

## Saving Forms

You can save a form locally to your computer's hard drive or to any other location that your computer can access via a network connection. To save a form:

1. On the toolbar, click the **Save Form**  button.
  - A **Save Form** dialog box opens.
2. Browse to select where you want to save the form.
  - By default, the Viewer chooses the directory from which the form originated.
3. Enter the name of the file in the **File name** field, OR select a file name from the current directory.
  - You do not need to enter an extension. By default, the Viewer assigns the **.xfd** extension when it saves a form.
4. Click **Save**.
5. If you are saving or replacing an existing form, a confirmation prompt will appear. Click **Yes** to continue.

The Viewer saves the form, and all the information you entered into the form, to the directory you specify. When you want to resume your work, you can open the saved form and continue working.

## Submitting Forms

Many forms include a submit button. This button will vary in appearance, depending on how your organization designs their forms. When you click this button, the Viewer sends the form (including any information you entered) to a specific destination. This destination can be:

- Any computer or network that is connected to the Internet.
- Any computer that is part of your organization's local area network (LAN) or intranet.
- Your own computer.

The destination of a submitted form is built into the form and cannot be changed by the user. Depending on your application, a form may simply disappear when you submit it, or you may receive a message informing you that the form was submitted successfully.


The Viewer also supports working offline. If you work offline, the Viewer will either prompt you to save your forms when you submit them, or it will automatically save your forms in an archive and will then send them with your next online transmission. For more information on working offline, see “Working Offline” on page 61.

---

**Note** Provided your computer has access to an email server, you can email any form rather than submitting it. For more information about emailing forms, see “Emailing Forms” on page 41.

---

## Printing Forms


The Viewer’s toolbar always includes the **Print** button . When you click this button, the Viewer prints the form. Some forms also provide a custom print button somewhere within the form. The location and appearance of this button will vary.

Regardless of which button you use, in most cases Windows displays a **Print** dialog box that you can use to select the printer, configure its properties, and set the number of copies. However, some forms may be designed to print immediately, without allowing you to configure these options.

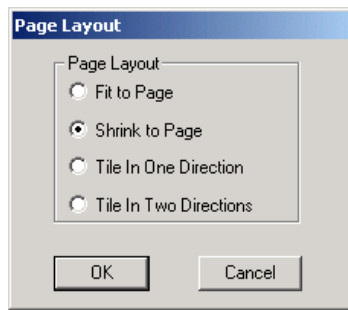
Here are some things to remember about printing forms:

- Toolbars never appear on a printed form.
- You cannot print select parts of the form – you must print the entire page or form.
- In the case of multi-page forms, the form’s design will determine whether the Viewer prints the entire form or only the page you are currently viewing.

To print a form:

1. Click **Print**  on the Viewer’s toolbar (or click the form’s print button if one is provided).
  - If a **Print** dialog box opens, go to step 2. Otherwise, the form will print.
2. Select the printer you want to use.
3. Click **Properties** to set the printer’s properties, if required.
  - Consult your printer’s documentation for more information.
4. Click **Layout** to modify the page layout.

- The **Page Layout** dialog box appears:



- The following layout choices are available:
    - **Fit to Page** scales the form up or down in size, so that it covers as much of one printed page as possible.
    - **Shrink to Page** scales the form down in size so that it fits on one printed page. If the form already fits on a single page, it will not be scaled.
    - **Tile in One Direction** adjusts the form's width and height so that it will only print across multiple pages in one dimension.
    - **Tile in Two Directions** does not adjust the form's dimensions. The printed form may print across multiple pages in both dimensions.
5. Click **OK** when you have selected the page layout.
  6. Set the number of copies.
  7. Click **OK**.

The form is printed on the printer you selected.

---

**Note** Forms that consist of multiple pages may be designed to automatically print the entire form, or to print only the current page. If you want to print all of the pages in a form, you may have to repeat the print process for each page.

---



## Setting Default Print Settings

You can change the Viewer's default print behavior by setting the print preferences. The Viewer automatically uses these settings in the **Print** dialog box each time you print. You can override the default settings, however, by selecting different options in the **Print** dialog box.

To learn more about changing the default print preferences, see "Print Preferences" on page 36.

---


**Note** To avoid potential printing problems, such as missing pages, make sure that you are using the latest printer driver, and that you select **Put all form pages in one print job** in the Viewer's **Printing Options**.

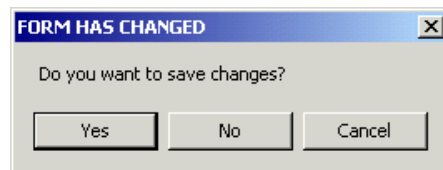
---

## Closing Forms

You can close a form without submitting it. The Viewer also closes when you close the form.

To close a form:

1. Click the **Close Window**  button.
  - If you have not modified the form since it was last saved, the Viewer closes without displaying the **Form Has Changed** dialog box.
  - If you have entered any information into the form, the Viewer displays a **Form Has Changed** dialog box.



2. Click **Yes** to save your changes or click **No** to close the form without saving your changes. Click **Cancel** to cancel the close operation and return to the form.



## Chapter Three: Setting Viewer Preferences


The preferences determine how the Viewer interacts with your web browser and email software, and how the Viewer handles working offline, entering dates, checking input, printing, and other advanced options.

The Viewer provides a special form called the Preferences form, with which you can view and edit the preferences. This chapter explains how to access the Preferences form and how to make changes to the settings. There are four groups of settings:

- **Basic** – Configure the basic features of your Viewer, such as browser and email configurations.
- **Input Options** – Configure how the Viewer’s input controls and tabbing options.
- **Printing Options** – Configure how the Viewer prints forms.
- **Advanced** – Configure advanced settings including warning messages, boundaries, color schemes, signatures. Most users will not need to change these settings.

### Opening the Preferences Form

To open the Preferences form:

1. Open a form in the Viewer.
  - If you don’t have a form, open the **viewer\_help.xfd** form that was installed on your computer when you installed the Viewer. You can find this form in the **help** folder located in the Viewer’s install folder. If you need assistance opening a form, see the section on opening forms on page 13.
2. Click **Preferences**  on the toolbar.
  - The Preferences form opens at the **Basic** page.

You can now set the preferences as you like. When you save the preferences, the Viewer automatically update those preferences that do not affect the appearance of the form. To update the appearance of the form, you will have to close the form and open it again.

The following sections explain the preferences in detail.

**Note** You can also open the Preferences form directly. To do this, locate the Preferences form in the installation directory (<installation directory>\prefs\prefs.xfd) and double click it. When you save the form, the Viewer will update it's preferences as if you had modified the preferences while working with another form.

---

## Basic Preferences

Use the basic preferences page to configure your browser and email settings. Basic preferences are divided into the following sections:

- **WWW Browser Configuration** sets your browser preferences.
- **Mail Configuration** sets your email preferences.
- **Accessibility Configuration** sets which accessibility features to use.

The screenshot shows the 'Preferences - Basic' window. At the top, there's a title bar and a toolbar. The main content area has a 'Preferences' title and a gear icon. Below this are four tabs: 'Basic', 'Input Options', 'Printing Options', and 'Advanced'. The 'Basic' tab is active and contains three sections: 'WWW Browser Configuration' with a 'Network Access' dropdown set to 'Online', a checked checkbox for 'Try to locate Browser automatically', and a 'Locate Browser' button; 'Mail Configuration' with a 'Use Default Simple MAPI Client' checkbox, and empty text boxes for 'SMTP Server' and 'Return Address'; and 'Accessibility Configuration' with 'Use Screen Reader' and 'Use Enhanced Focus Indicator' checkboxes. 'Save' and 'Cancel' buttons are in the top right corner.

### WWW Browser Configuration

The Viewer works with both Internet Explorer and Netscape navigator, allowing users to open and complete forms through a familiar browser interface.

- **Network Access** – Select the correct network access:

- **Online** – Use this setting if you are currently connected to a network and can submit forms.
- **Online with Backup** – Use this setting if you are currently connected to a network and you want to store a backup copy of each form as you submit it. This may be useful if something unexpected happens, such as your server accepting the form but being unable to process it. Note that this feature only stored a copy of the last form you have submitted. If you accepted the default installation, the backup file is stored in one of the following locations:

*Windows 95/98/ME:*

Single User Mode:

c:\windows\Application Data\PureEdge\Viewer x.x\Backup\

Multi-User Mode:

c:\windows\Profile\<current user>\Application Data\PureEdge\Viewer x.x\Backup\

*Windows NT 4.0:*

c:\WINNT\Profiles\<current user>\Application Data\PureEdge\Viewer x.x\Backup\

*Windows 2000/XP:*

c:\Documents and Settings\<current user>\Application Data\PureEdge\Viewer x.x\Backup\

- **Offline** – Use this setting if you are not connected to a network and cannot submit forms. When you try to submit a form, the Viewer will prompt you to save the form instead.
  - **Offline with Archiving** – Use this setting if you are not connected to a network and you want to archive your forms as you submit them. The Viewer will save a copy of each form in an archive, and can then automatically submit all of the forms when you are once again connected to a network. For more information on archiving, see page 61.
- **Try to locate your Browser automatically** – If this option is selected, the Viewer locates and uses your computer's default browser to display forms.

- **Locate Browser** – Select this option if the Viewer cannot locate your default browser, or if you want to use a browser that is not the default browser. When you click this button a dialog box opens to let you select the browser you want to use.
- **Path to Browser** – Contains the path to your preferred browser, or the message “Try to locate automatically” if you have selected that option.

## Mail Configuration

If you want to be able to email forms, you must complete the email configuration section.

- **Use Default Simple MAPI Client:** Select this option to use your default email client. If you select this option, you are not required to change any information in the **SMTP Server** or **Return Address** fields.
- **SMTP Server:** Complete this field and the Return Address field to use the Viewer’s built-in email support. Enter the name of your SMTP server. It usually takes the form of *mailhost.companyname.com*. To obtain the name of your SMTP server, contact your system administrator.
- **Return Address:** Enter your email account. It usually takes the form of *youraccount@companyname.com*.

For more information on emailing forms with the Viewer, see the section on “Emailing Forms” beginning on page 41.

## Accessibility Configuration

If you have vision impairments, the Viewer offers two accessibility features that may help when working with forms:

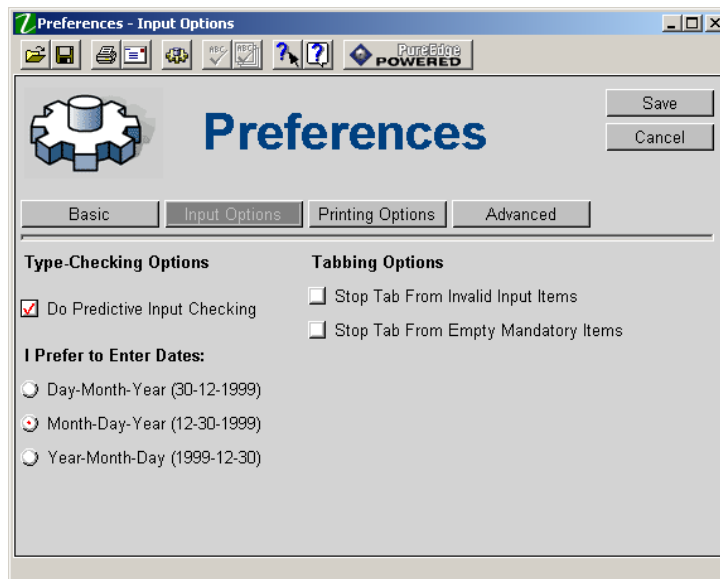
- **Use Screen Reader:** Enables the Viewer’s support for the JAWS screen reader from Freedom Scientific. When enabled, the Viewer checks items in the form for JAWS-specific messages as each item receives the focus. The Viewer then passes those messages to JAWS, which reads them aloud to the user. Note that if you enable screen reader support, you should also enable the enhanced focus indicator.
- **Use Enhanced Focus Indicator:** Enables the enhanced focus indicator, which draws a small, black square near the top-left corner of the item that currently has the focus. This square appears in addition to the normal focus indicators, and makes it easier to see which item has the focus.

For more information about the accessibility features, see “Accessibility Features” on page 70.

## Input Preferences

Use these settings to configure how the Viewer handles input items. You can configure the type-checking and tabbing options, as well as your preferred date format.

The following diagram shows the input options preferences:



### Type-Checking Options

The Viewer always checks the validity of data that you enter into fields, comboboxes, and so on. By default this occurs when you move the cursor to the next item in the form.

When predictive input checking is enabled, the Viewer checks for errors as you type. To enable this feature, select **Do Predictive Input Checking**.

### Date Format

Date fields in forms will often be designed to automatically check and format dates. This means that when you enter a date, the Viewer will automatically verify that it is a valid date, and will often reformat the date to match the settings in the form. For example, you might enter 12/12/2001, and the Viewer might change this to December 12, 2001.

However, in some cases it may be unclear what date you have entered. For example, 07/06/2001 may be interpreted as either July 6, 2001 or June 7, 2001. The Date Format setting determines how the Viewer will interpret numeric dates.

If you specify in the Preferences form that you will enter dates in the format Day-Month-Year, then the form will interpret 03/04/97 as April 3, 1997. If you specify that you will enter dates in the format Month-Day-Year, then the form will interpret 03/04/97 as March 4, 1997.

To avoid confusion, you can also enter dates in long format, such as March 4, 1997. Moreover, if you enter a date that clearly follows a different format, the Viewer will interpret it correctly. For example, you might enter the date 14/12/2001 when the Viewer is set to accept dates in MM/DD/YYYY format. In this case, 14 is clearly not the month, so the Viewer will interpret it as DD/MM/YYYY despite the preference setting.

---

**Note** To add the current date to any date field, you can type an asterisk (“\*”) and then press the TAB key to move out of that field. The Viewer automatically replaces the asterisk with the current date.

---

## Tabbing Options

By default, you have to press the TAB key twice to leave input items that contain invalid information, or to move from empty mandatory items. You can override this behavior by selecting the appropriate tabbing option:

- **Stop Tab From Invalid Input Items** – When this option is selected, you will not be able to use the TAB key to move the focus from invalid input items.
- **Stop Tab From Empty Mandatory Items** – When this option is selected, you will not be able to use the TAB key to move the focus from empty mandatory items.

---

**Note** Regardless of the tabbing options selected, you can always use the mouse to move the focus to another item.

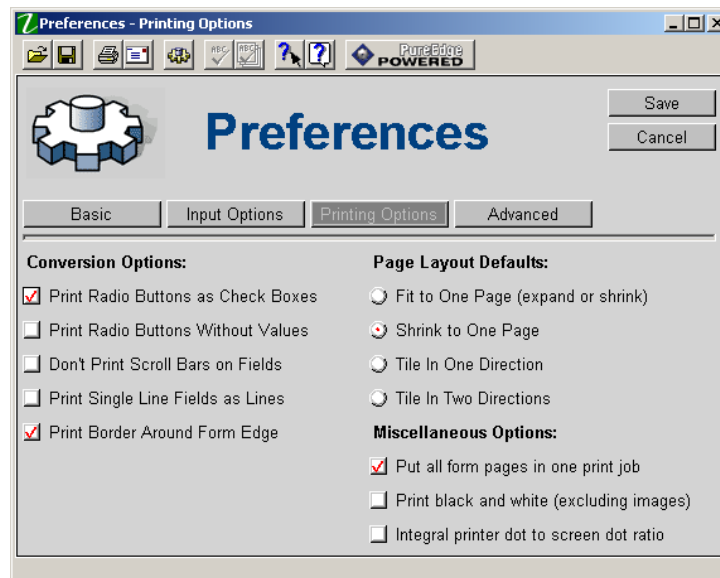
---

## Print Preferences

Print preferences allow you to customize how the Viewer prints forms. For example, the conversion options change the appearance of certain form elements when they are printed. Likewise, page layout options configure how the Viewer prints forms that span more than one page.



The following diagram shows the print preferences:



## Conversion Options

These options alter the appearance of the form when printed, thereby “converting” the form. You may want to select some or all of these options if you are printing blank forms that will be filled out by hand. Select as many of the options as you need:

- **Print Radio Buttons as Check Boxes** – Prints radio buttons as check boxes. Use this option for visual consistency in the printed form, so that all choices appear uniformly as check boxes.
- **Print Radio Buttons Without Values** – Causes all radio buttons in a group to be printed as unselected, or blank choices.
- **Don't Print Scroll Bars on Fields** – Prints text fields without scroll bars. This is only a concern if the text fields on the screen display scrollbars.
- **Print Single Line Fields as Lines** – Instead of printing a single line field as an empty rectangle, the field will be printed as a blank line.
- **Print Border Around Form Edge** – Prints a border around the form. Use this option to visually frame the form.

## Page Layout Defaults

- **Fit to One Page** – Prints the form page on a single piece of paper. This options scaled the form up or down so that it will fit on a single page, and so that it covers as much of the page as possible.
- **Shrink to One Page** – Prints the form page on a single piece of paper. This option scales the form down so that it will fit on a single page. If the form already fits on a single page, it will not be scaled.
- **Tile In One Direction** – Prints the form on multiple pages in the longer dimension (either horizontal or vertical). This option scales the form so that the smaller dimension fits on a single page if necessary.
- **Tile In Two Directions** – Prints the form on multiple pages in both dimensions. This option prints the form in its true size.

## Miscellaneous Options

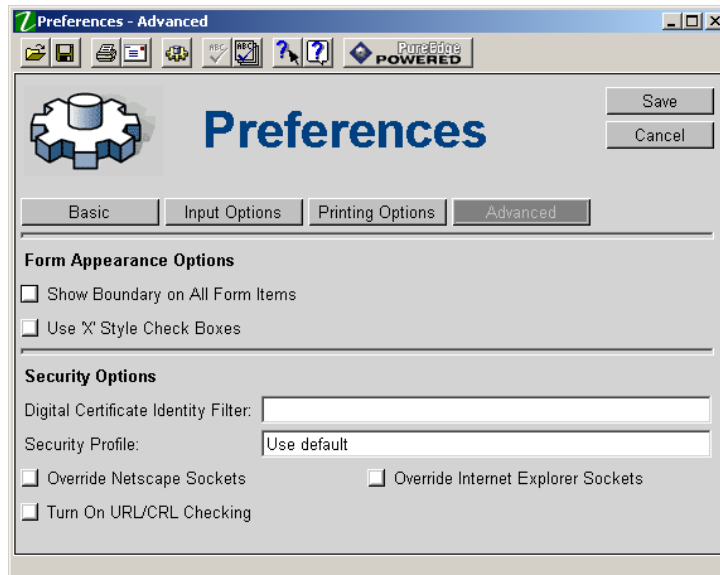
- **Put all form pages in one print job** – Groups all the pages of a form into a single print job. You should always select this option unless your printer doesn't have enough memory to print a large form.
- **Print black and white** (excluding images) – Prints the form in black and white only. Select this option if your printer is having difficulty representing the form's colors in grayscale. Typical symptoms include: getting black boxes where the text should be; text not showing up; or whiteness appearing around the text of transparent labels.
- **Integral printer dot to screen dot ratio** – Prints the form as large as possible while still maintaining an integral printer dot-to-screen ratio. Use this option if you have an older printer *and* there are lines missing from the form printout. This problems occurs with a small number of old printers that have trouble converting the form image from screen to print. (Specifically, these printers have a problem if the ratio of printer dots to screen dots is not an integer. For example, because the Viewer uses a screen dpi of 120, an older, non-postscript printer with 300 dpi would have a dot-to-screen ratio of 2.5, and might have a problem converting the form image properly.)

## Advanced Preferences

Advanced preferences allow you to configure miscellaneous options, such as whether to show boundaries on all form items, or whether to override browser sockets.

**Note** The Viewer will not redraw the form when you change the preferences. If you adjust preferences that affect the appearance of the form (such as the GAMMA correction), you will have to close the form and open it again for the new preferences to take effect.

The following diagram shows the advanced preferences:



## Form Appearance Options

The options affect how the form appears on the screen as follows:

- **Show Boundary on All Form Items** – Draws a boundary line around the edge of all visible form items (for example, fields, buttons, labels, and so on). This option is intended primarily for form designers, and should be turned off except when designing the layout of a form.
- **Use 'X' Style Check Boxes** – By default, check boxes are drawn as a three-dimensional box with a red check mark when selected. Using 'X' style check boxes will instead draw a two-dimensional box with a black 'X' when selected.

## Security Options

The security options set a number of features related to digital certificates, as well as how the Viewer submits forms (through a browser, or through its own communication protocols). The options are:

- **Digital Certificate Identity Filter** – This setting applies only to the KeySign Viewer. This setting allows you to filter the list of digital certificates available to the user. The value can be any part of a valid signing identity, such as an email address or first name. All certificates that match the entered value will be available to the user. For example, if you entered “Bob”, all certificates with the name Bob in the signing identity would be available. Use this option only if you have digital certificates installed on your computer that you do not need to access.
- **Security Profile** – This setting applies only to the KeySign Viewer. This setting allows you to specify a certain certificate that should be used for signing, and is useful if the Viewer cannot locate your certificate itself. Enter the path to the folder containing your certificate. For example, if you had a digital certificate called **cert7.db** in the *accountname* directory in Netscape Navigator’s Users folder, the path to your security profile would be:

C:\Program Files\Netscape\Users\accountname\

To locate your certificate, use Window’s Find or Search tool to conduct a search for cert\*.db.

- **Override Netscape Socket** – Causes the Viewer to use its own web communications library rather than routing requests through Netscape Navigator. Use this option only if you have problems submitting forms using Netscape Navigator.
- **Override Internet Explorer Socket** – Causes the Viewer to use its own web communications library rather than routing requests through Internet Explorer. Use this option only if you have problems submitting forms using Internet Explorer.

**Turn On URL/CRL Checking** – Certificate Revocation Lists (CRLs) contain the names of digital certificates that are no longer valid. When you digitally sign a form, the Viewer checks its locally stored CRLs to verify that your certificate is valid. The Viewer can also access online CRLs that are maintained by the organization that issued the certificate. The Viewer finds these CRLs by accessing special URLs attached to the certificate.

Select this check box to have the Viewer verify on-line CRLs. However, you should only do so if you are sure that the Viewer can connect to the required URLs. In other words, your computer must have a functioning connection to your company’s network or the Internet.

---

**Note** If this check box is selected and the computer is unable to connect to the required URL, there may be a delay of up to three minutes during which the Viewer will not respond to your requests. For this reason, this option is not selected by default.

---

## Chapter Four: Advanced Viewer Functions

This chapter explains how to use the Viewer's more advanced functions. It contains instructions for:

- Emailing forms.
- Managing files attached to forms.
- Managing and creating dictionaries for the spelling checker.
- Working offline.
- Signing forms.
- Using the accessibility features.

Before attempting any of the procedures outlined in this section, you may want to familiarize yourself with the Viewer Preferences Form and how to adjust its settings. For more information, see "Setting Viewer Preferences" on page 31.

### Emailing Forms

Provided your computer can access an email server, you can email any form, regardless of its specific design.

The Viewer supports two ways to email forms:

- Using your preferred email client (such as Microsoft Outlook, Netscape Messenger, Eudora, and so on).
- Using the Viewer's built-in email support.

This section first explains how to set up the Viewer to use your existing email software or the Viewer's email support. You will then learn how to email forms, enclose attachments, and manage attached files.


## Setting the Viewer's Email Preferences

To select the email software the Viewer uses, you must set the Viewer's email preferences. Follow the appropriate procedure provided below, depending on whether you want to use the Viewer's email support or your own email software. Both methods provide the same functions, but some people prefer to use the email program they already know.

### Using Your Preferred Email Client

To use your preferred email client, you will need to set both the Viewer *and* your preferred email client to use the *Messaging Application Programming Interface*, or MAPI.

To set the Viewer to use MAPI:

1. From the Viewer's toolbar, click **Preferences** 
  - The Preferences form opens at the Basic page.
2. Under Mail Configuration, select **Use Default Simple MAPI Client**:
  - Do not change any information in the **SMTP Server** or **Return Address** fields.
3. Click **Save**.
  - The Preferences form closes.

The Viewer will now use MAPI to access your preferred email client. Now you must set your email client to use MAPI as well. To do this, consult the documentation that came with your email software.

Once both programs are configured, the Viewer will email all forms using your preferred email client.

### Using the Viewer's Email Support

To use the Viewer's email support, you will need set the Viewer preferences to include your mail server address and email address. In addition, you need to ensure that the Viewer is not configured to use the MAPI client.

To set the Viewer to use it's built-in email support:

1. From the Viewer's toolbar, click **Preferences** 


2. Under **Mail Configuration**, clear the **Use Default Simple MAPI Client** check box.
3. In the **SMTP Server** field, enter the name of the Simple Mail Transfer Protocol (SMTP) server you want to use (for example, *mailhost.companyname.com*).
  - To find the SMTP server name, look in the email account information of your email software, or consult your system administrator.
4. In the **Return Address** field, enter your email address (for example, *youraccount@company.com*).
  - Your Preferences form will resemble this:

The screenshot shows a 'Mail Configuration' dialog box. At the top right, there is a checkbox labeled 'Use Default Simple MAPI Client' which is currently unchecked. Below this, there are two text input fields. The first is labeled 'SMTP Server:' and contains the text 'mailhost.companyname.com'. The second is labeled 'Return Address:' and contains the text 'youraccount@companyname.com'.

5. Click **Save**.
  - The **Preferences form** closes and you are returned to your form.


Now, each time you email a form, the Viewer uses its built-in email support.

## Sending Forms

You can email a copy of any form by clicking the **Mail Form**  button in the Viewer's toolbar. You can email a blank form or one that has been filled out. Depending on how your preferences are set (explained above), the Viewer emails the form using either your preferred email client or the Viewer's email support.

### Using Your Preferred Email Client

If you have set your preferences to use your preferred email client:

1. Open and complete the form you wish to send.
2. From the Viewer's toolbar, click **Mail Form** .


- Your preferred email client opens, and a copy of the form is automatically attached to a new email message.
3. Enter the recipient's email address and send the email as you would normally.

---


**Note** You can also attach a completed and saved form as you would attach any other document to an outgoing email using your preferred email client.

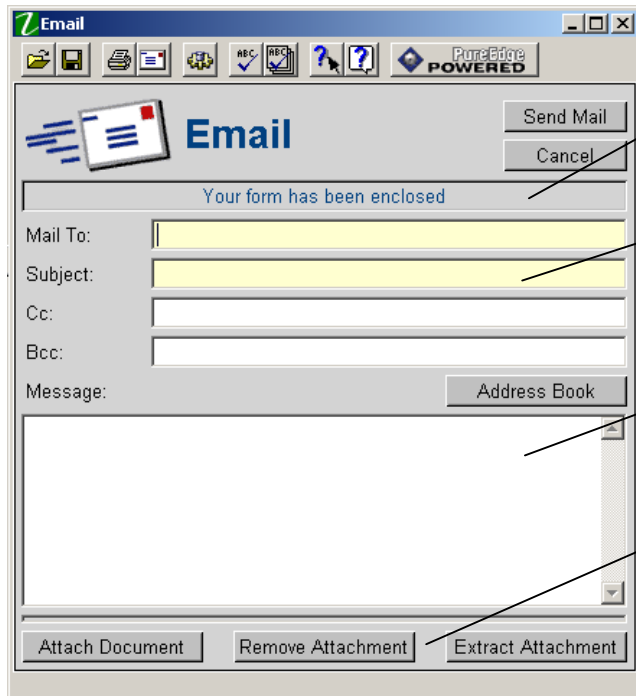
---

### Using the Viewer's Email Support

The Viewer's built-in email support provides a special email form. This form appears when you click the **Mail Form**  button. The Viewer automatically attaches the form you want to send to the email form.

To send the email message:

1. From the Viewer's toolbar, click **Mail Form** .
  - The Viewer's email form appears, as shown below. The Viewer automatically attaches your form to the email form.



Annotations:

- Status line indicating the form has been enclosed.
- Mandatory fields are indicated by a yellow background.
- You can type a message here.
- These attachment-control buttons are discussed in "Managing Attached Files" on page 43.



2. Complete the mandatory fields:
  - In the **Mail To** field, type the email address of the recipient of the form. Separate the address of multiple recipients with a comma or semi-colon.
  - In the **Subject** field, enter a subject line.
3. If you want, you can also fill out the following optional fields:
  - In the **Cc** field, enter the email address of any other recipients. Use commas or semi-colons to separate multiple addresses.
  - In the **Bcc** field, enter the email address to which the Viewer sends a blind carbon copy of the form. Use commas or semi-colons to separate multiple addresses.
  - In the **Message** field, enter your message.

---

**Note** You can click **Address Book** to access the address book of your preferred email client.

---

4. Click **Send Mail**.
  - The Viewer sends the email message and the Email form closes.

### Attaching, Removing, and Extracting Documents

At the bottom of the Viewer's email form are three attachment-control buttons, as shown below. These buttons allow you to add, remove, or extract files from your email message. You can perform these operations for any type of file, including other forms.



For more information, see the following section, entitled “Managing Attached Files”.

## Managing Attached Files

Some forms may include attachments or provide the opportunity for you to attach your own files. Attachments can be any type of file, such as MS-Word documents, spreadsheets, graphics files, or even other forms. For convenience, the Viewer lets you group attachments into folders. This is useful if you are attaching several files and want to organize them in some way.

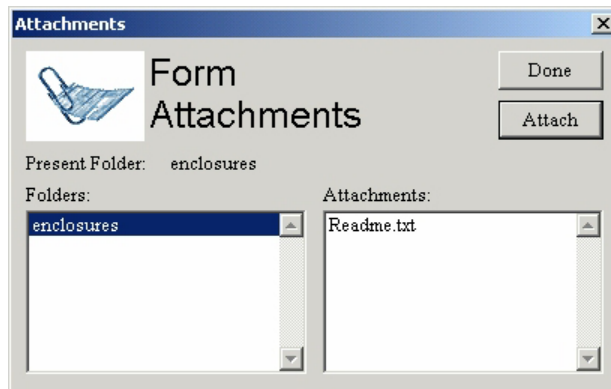
Forms that support attachments are specially designed to provide the necessary functions. Such forms include buttons that allow you to enclose, display, remove, and extract attachments. The location and appearance of these buttons can vary, depending on the form's design.

This section explains how to use these functions to manage attached files. The procedures that follow also apply to the buttons in the Viewer's email form.

## Attaching Documents

To attach a document to a form:

1. On the form, click the **Attach** or attach-type button.
  - An **Attachments** dialog box opens, listing the documents and folders that are currently attached:

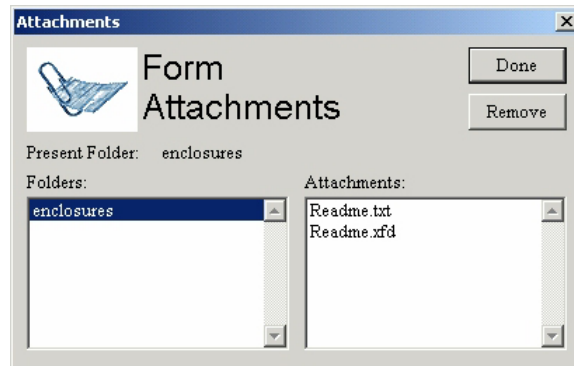


2. To attach another document, click **Attach**.
  - An **Enclose File:Choose the File** dialog box appears.
3. Select the document you want to attach and click **Open**.
  - The dialog box closes and the file you selected appears in the **Enclosures** list.
4. Attach other documents by repeating steps 2 and 3 for each document.
5. Click **Done** when you are finished.

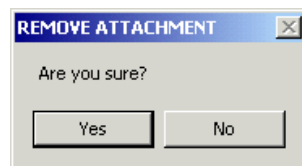
## Removing an Attached Document

To remove an attached document from a form or from the Viewer's email form:

1. On the form, click the **Remove** or remove-type button.
  - An **Attachments** dialog box opens listing the documents that are currently attached:



2. From the **Folders** list, select the folder that contains the file you want to remove.
  - The files appear in the **Attachments** list.
3. From the **Attachments** list, select the file you want to remove and click **Remove**.
  - A **Remove Attachment** confirmation dialog box appears:



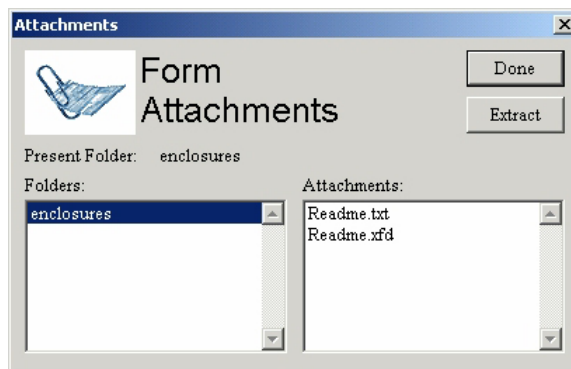
4. Click **Yes** to remove the attachment, or click **No** to cancel the request.
5. Click **Done** when you have finished removing the attached files.

## Extracting an Attached Document

The Viewer lets you extract an attachment from a form and save it to a location of your choice. When you extract a document or file, the Viewer removes it from the form and saves it as an independent file.

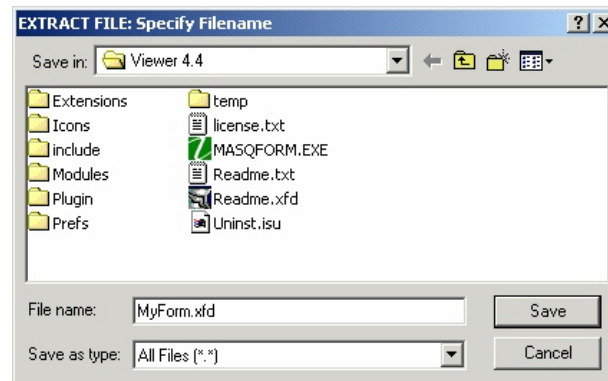
To extract a document from a form:

1. On the form, click the **Extract** or extract-type button.
  - If the form contains more than one attached document, an **Attachments** dialog box opens listing the documents that are currently attached:



- If the form contains only one attached document, an **Extract File: Specify Filename** dialog box appears. Go to step 3.
2. From the **Folders** list, select the folder that contains the file you want to extract.
    - The files appear in the **Attachments** list.
  3. From the **Attachments** list, select the document you want to extract and click **Extract**.

- An **Extract File: Specify Filename** dialog box opens:



4. Choose the folder in which you would like to save the document and, next to **File name**, type the name of the file.
5. Click **Save**.
  - If a file with the same name already exists, you will be asked whether you want to replace the existing file. Select **Yes** if appropriate, or select **No** to return to the **Attachments** dialog box.
6. Extract other documents as needed and click **Done** when you are finished.

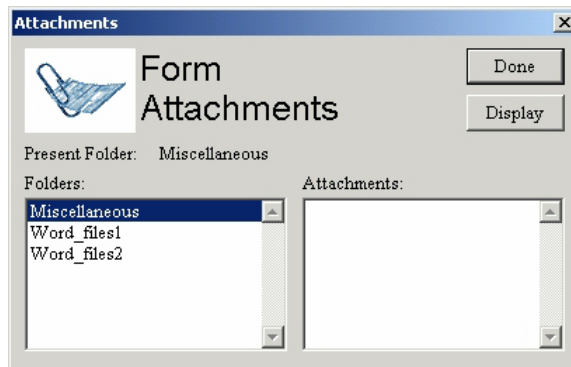
## Displaying Attached Documents

Some forms that support attachments provide the capability to display the attached document. If this function is available, the form will include some type of **Display** button. The Viewer displays files by passing them to your web browser. Your browser will then either display the file, or prompt you to save or run the file if it can't be displayed (for example, .exe files cannot be displayed).

To display an attached document:

1. On the form, click the **Display** or display-type button.

- If there is only one file attached, that file will be displayed in your browser.
- If there are multiple files attached, the **Attachments** form appears, listing those files:



2. From the **Folders** list, select the folder containing the attached file you want to display.
  - The files appear in the **Attachments** list.
3. From the **Attachments** list, select the file you want to display.
4. Click **Display**.
  - The document opens in your browser.

## Working with Forms Containing Attachments

Forms that contain attachments behave the same as any other form. You can submit, email, and save these forms as usual. Furthermore, attachments are stored as part of the form itself, and are always saved, emailed, and submitted with the form.

---

**Note** Once a document or file is attached to a form, changes to the original file will not affect the attached copy. To update an attachment, you must delete the attachment and then attach the updated file.

---



## Managing the Spelling checker

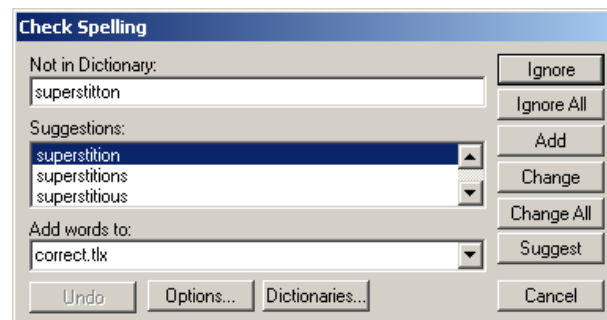
You can customize the Viewer's spelling checker by setting it to ignore certain grammatical errors or by adding frequently used names and unusual words to the dictionaries.

## Setting Spell Check Options

The spelling checker's options allow you to control the rules the checker uses to verify the spelling of certain words. For example, if you use many acronyms, you can select the option that disregards words that are typed entirely in uppercase letters.

To set the spell-check options:

1. Start the spelling checker by clicking  or .
  - The spell-checking program begins. When it finds an error, the **Check Spelling** dialog box appears:



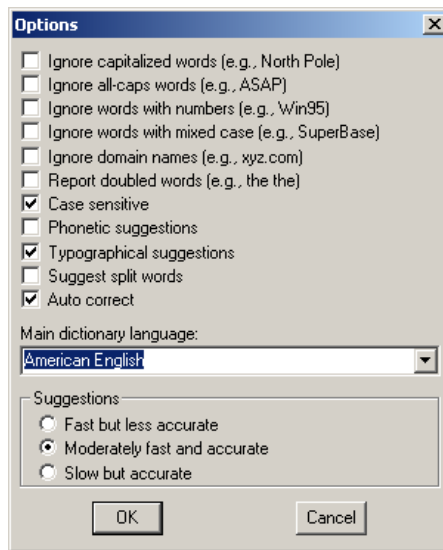
---

**Note** You *must* access the **Check Spelling** dialog box to modify the spell-checker's options. If necessary, intentionally enter a misspelled word in a field before running the spelling checker.

---

2. Click **Options**.

- The **Options** dialog box opens:



3. Select the appropriate checkboxes:

- **Ignore capitalized words (e.g., North Pole)** – when selected, this option sets the spelling checker to ignore proper nouns, such as the name of a person or place. This option is useful if you use many proper names in your form.
- **Ignore all-caps words (e.g., ASAP)** – when selected, this option sets the spelling checker to ignore any words that are typed entirely in uppercase letters. This option is useful if you use many acronyms in your forms.
- **Ignore words with numbers (e.g., Win95)** – when selected, this option sets the spelling checker to ignore any words that have numbers in them.
- **Ignore words with mixed-case (e.g., SuperBase)** – when selected, this option sets the spelling checker to ignore any words that have an uppercase letter appearing to the right of a lowercase letter. This option is particularly useful if you are including program code that uses a mixed-case style, and want the terms to be skipped by the spell-check program.
- **Ignore domain names (e.g., xyz.com)** – when selected, the spelling checker ignores any words ending with a period followed by two to four alphanumeric characters.



- **Report doubled words (e.g., the the)** – when selected, this option sets the spelling checker to identify the consecutive appearance of the same word.
  - **Case Sensitive** – when selected, the spelling checker matches case as well as spelling. For example, the spelling checker would report “canada” as a misspelled word, since the first letter should be capitalized.
  - **Phonetic suggestions** – when selected, the spelling checker suggests words that sound similar to the unrecognized word. This option tends to improve the suggestions for badly misspelled words.
  - **Typographical suggestions** – when selected, the spelling checker suggests words that are spelled like the unrecognized word. This is the normal behavior of most spelling checkers.
  - **Suggest split words** – when selected, the spelling checker will suggest two separate words that are spelled like the unrecognized word. For example, the spelling checker would suggest “is the” to replace “isthe”.
  - **Auto Correct** – when selected, the spelling checker will automatically replace words that are marked as *auto change* in the dictionary. See “Creating a New Dictionary File” on page 58 for more information about the *auto change* setting.
  - **Main Dictionary Language** – select the language of the dictionary to use for spell checking. The drop down list includes all dictionaries installed on your computer.
  - **Suggestions** – select the speed and accuracy of the suggestions. This may be important if you have a slow computer. If set to low accuracy, clicking the **Suggest** button in the spelling checker’s main dialog box will increasingly improve the accuracy of the suggestions.
4. Click **OK** to return to the **Check Spelling** dialog box.

## Managing Dictionaries

The Viewer’s spelling checker contains a dictionary that includes most common words. If this dictionary does not meet your needs, you can open additional dictionaries or adjust the existing dictionaries. For example, you may want to open a French dictionary as well as an English dictionary, or you may want to import words from another dictionary you already use in a different application.

## Adding or Deleting Words From a Dictionary

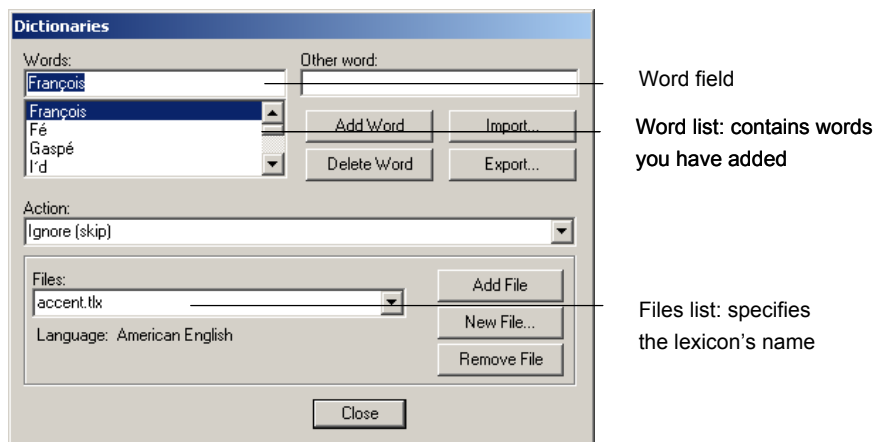
If you frequently use acronyms, abbreviations, or unusual proper names or words in your forms, you may want to add them to the dictionary to make your spelling checks run more smoothly. You can add words to, or delete words from your dictionary even if you haven't encountered them during your spell checking.

### Adding Words

To add a word to the dictionary:

1. Open the **Check Spelling** dialog box (see page 51).
2. Click **Dictionaries**.

- The **Dictionaries** dialog box opens:



3. Ensure the correct dictionary is selected in the **Files** drop down list.
4. Type the word in the **Words** field at the top of the dialog box.
5. Select the correct action from the **Action** drop down list:
  - **Auto change (use case of checked word)** – the spelling checker will automatically change the misspelled word to the word you type in the **Other word** field. When changing the word, the spelling checker will keep the case of the misspelled word.

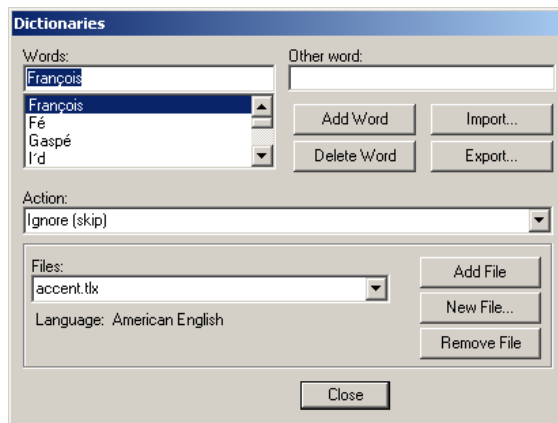
- **Auto change (use case of other word)** – the spelling checker will automatically change the misspelled word to the word you type in the **Other word** field. When changing the word, the spelling checker will keep the case of the new word.
  - **Conditionally change (use case of checked word)** – the spelling checker will prompt the user to change the misspelled word to the word you type in the **Other word** field. When changing the word, the spelling checker will keep the case of the misspelled word.
  - **Conditionally change (use case of other word)** – the spelling checker will prompt the user to change the misspelled word to the word you type in the **Other word** field. When changing the word, the spelling checker will keep the case of the misspelled word.
  - **Exclude (treat as misspelled)** – the spelling checker will treat the word as misspelled, even if one of the other active dictionaries lists it as correct.
  - **Ignore (skip)** – the word is spelled correctly, and spelling checker will skip past it.
6. If the action requires an alternate word, type that word in the **Other word** field.
    - For example, an *auto change* action requires that you provide the correct spelling of the word.
  7. Click **Add Word**.
  8. Click **Close** to exit and save your changes.

### **Deleting Words**

To delete a word from the dictionary:

1. Open the **Check Spelling** dialog box (see page 51).
2. Click **Dictionaries**.

- The **Dictionaries** dialog box opens:



3. Ensure the correct dictionary is selected in the **Files** drop down list.
4. Select a word in the **Words** list.
5. Click **Delete Word**.
6. Click **Close** to exit and save your changes.

### Using Multiple Dictionaries

The spelling checker can use multiple dictionaries at once. This is useful if you want to create special dictionaries for particular tasks, or if you work in a bilingual setting.

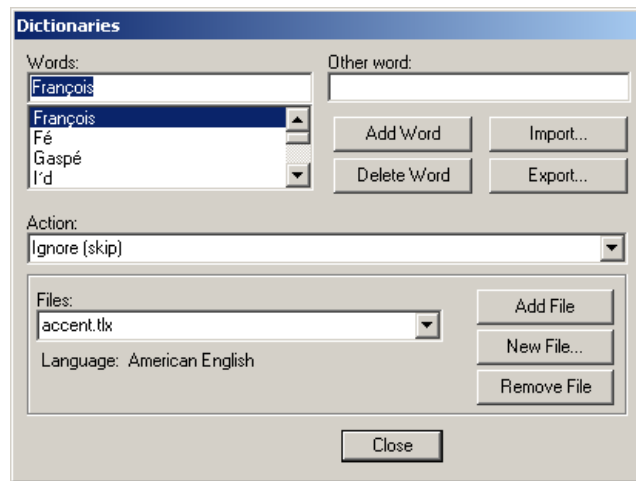
The spelling checker maintains a list of dictionaries that are in use. You can add and remove dictionaries from this list as you like. Whenever you check the spelling in a form, the spelling checker uses all open dictionaries to check your spelling.

### Opening Dictionaries

To open a dictionary:

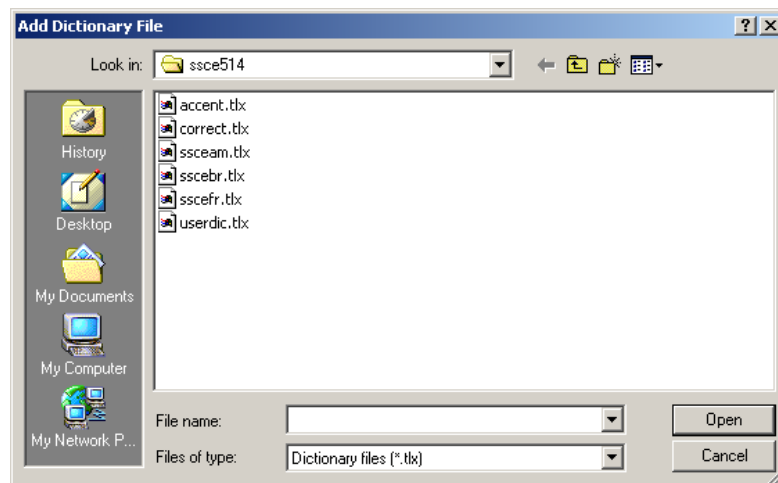
1. Open the **Check Spelling** dialog box (see page 51).
2. Click **Dictionaries**.

- The **Dictionaries** dialog box opens:



3. Click **Add File**.

- The **Add Dictionary File** dialog box opens:

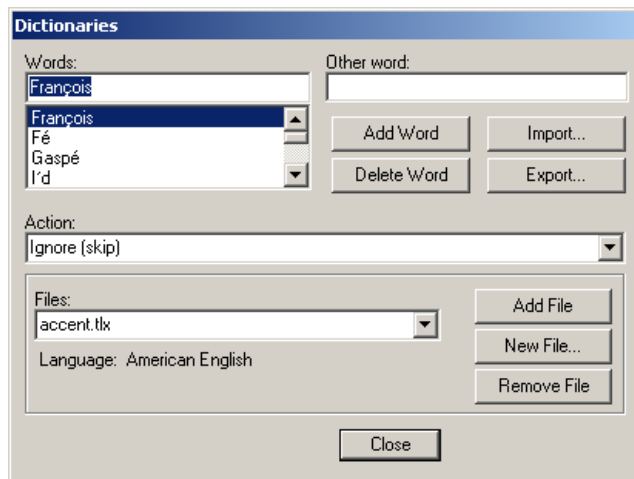


4. Browse to locate the dictionary you want to open, and select the file.
5. Click **Open** to open the dictionary.

### Closing Dictionaries

To close a dictionary:

1. Open the **Check Spelling** dialog box (see page 51).
2. Click **Dictionaries**.
  - The **Dictionaries** dialog box opens:



3. Under **Files**, select the dictionary you want to close from the drop down list.
4. Click **Remove File** to close the dictionary.

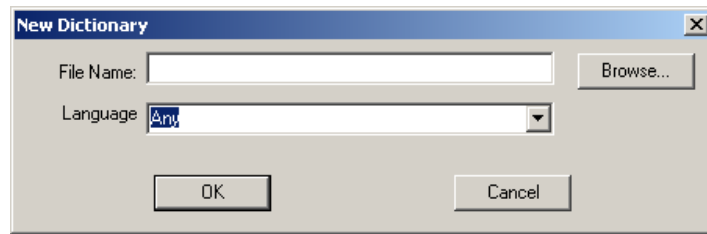
### Creating a New Dictionary File

If there are certain words you want to group into a single, self-contained file, you can create a new dictionary. For example, you might have a dictionary that only includes specialized terms for one of your products or services. This way, you can easily add and remove words (in this case, names), without having to search through huge word lists.

To create a new dictionary file:

1. Open the **Check Spelling** dialog box (see page 51).
2. Click **Dictionaries**.
  - The **Dictionaries** dialog box opens.

3. Click **New File**.
  - The **New Dictionary** dialog box opens:



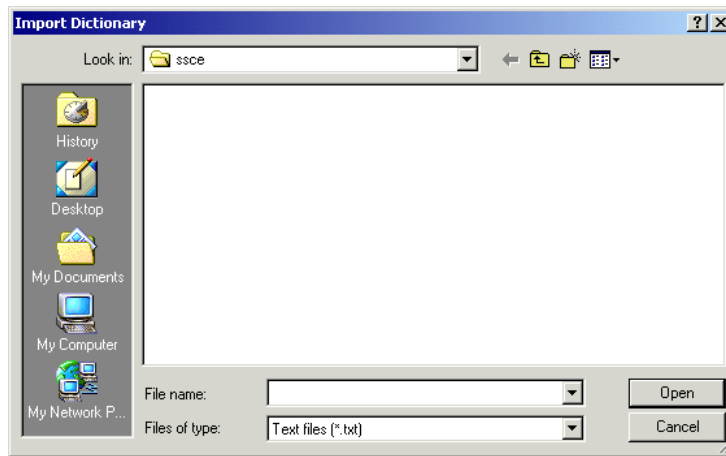
4. Enter a name for the new dictionary file in the **File Name** field.
5. Select a language from the **Language** list. If the language you want is not in the list, select **Any**.
6. Click **OK**.
  - You can now develop a word list for that dictionary file by adding words or importing files.
7. Click **Close** to exit and save your changes.

### Importing a Word List

You may already have a file containing unusual words, acronyms, and abbreviations from another application that you would like to add to the Viewer's spelling checker. To import this list of words:

1. Open the **Check Spelling** dialog box (see page 51).
2. Click **Dictionaries**.
  - The **Dictionaries** dialog box opens.

3. Click **Import**.
  - The **Import Dictionaries** dialog box opens.



4. Locate and select the .txt file containing the word list you want to add.
5. Click **Open**.
  - The word list contained within that file is added to the word list in your **Dictionaries** dialog box.
6. Click **Close** to exit and save your changes.

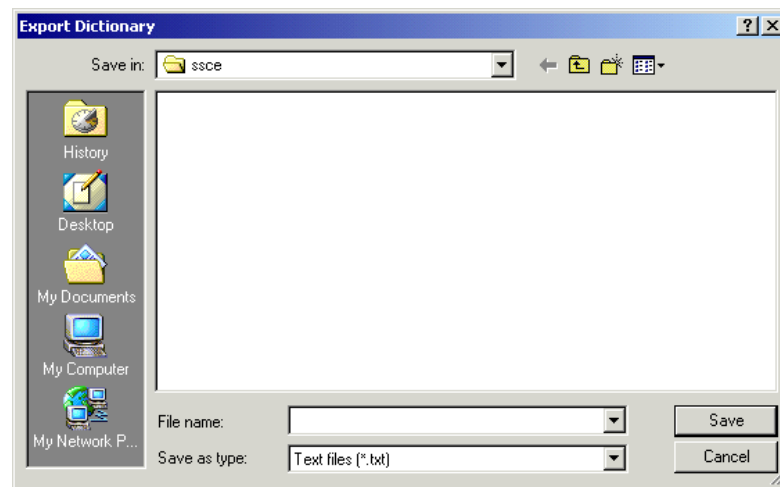
### Exporting a Word List to a File

You may want to share your dictionary word list with others. The Viewer makes this possible by allowing you to export a word list. When you export a word list, the Viewer saves all of the words in the selected dictionary file to a text file. To export a dictionary word list:

1. Open the **Check Spelling** dialog box (see page 51).
2. Click **Dictionaries**.
  - The **Dictionaries** dialog box opens.
3. Select the correct dictionary file from the **Files** list.



4. Click **Export**.
  - The **Export Dictionary** dialog box opens.



5. Type a name for the file in the **File name** field.
6. Click **Save**.
7. Click **Close** to exit and save your changes.

## Working Offline


If you do not have a network connection, you can still open and complete forms normally. You can then save the forms to your computer and submit them later when you once again have a network connection.

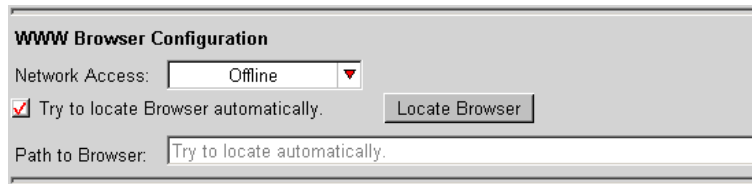
The Viewer offers two settings to make this process easier. When the Viewer is set to **Offline**, it will prompt you to save your form whenever you try to submit or email it. When the Viewer is set to **Offline with Archiving**, the Viewer will automatically store a copy of your form in a special archive when you try to submit or email it. Once you are online again, the Viewer will send all of the forms in the archive with your next submission.

You may decide to work offline even if your computer is able to connect to your network. This is useful if you have a slow connection and you want the Viewer to send all of the form at once, when you have finished filling them out.

## Setting the Preferences to Work Offline

To set the Viewer for working offline:

1. On the Viewer's toolbar, click **Preferences** .
  - The Preferences form opens at the Basic page.
2. In the Network Access list box, select **Offline** or **Offline with Archiving**.



WWW Browser Configuration

Network Access: Offline ▼

☒ Try to locate Browser automatically.

Path to Browser: Try to locate automatically.

3. Click **Save**.
  - The Preferences form closes and you return to your form.

You will remain in offline mode until you change your preferences setting back to *Online*, even if you connect your computer to the network.


## About Archived Forms

Archived forms are stored in a directory called Archive inside your Viewer program directory. The first archived form is stored in a “wrapper form” called Archive.xfd, the second is called Archive2.xfd, the third is called Archive3.xfd, and so on. Once your forms are archived, you can close the Viewer and even shut off your computer. The Viewer will keep your archived forms until you decide to submit them.

## Submitting Archived Forms

When you are ready to submit forms that are archived in the Viewer's Archive folder, you must change your **Network Access** preferences setting.

To reset the Viewer's preferences:

1. On the Viewer's toolbar, click **Preferences** .
  - The Preferences form opens at the Basic page.

2. In the **Network Access** popup, select **Online**.

**WWW Browser Configuration**

Network Access: Online ▼

☒ Try to locate Browser automatically. Locate Browser

Path to Browser: Try to locate automatically.

3. Click **Save**.

- The Preferences form closes and you are returned to your form.

You are now ready to submit your archived forms. There are two ways to do this:

- Submit all of the archived forms
- Submit the archived forms individually


The following sections explain these methods.

### Submitting All Archived Forms

You can submit all of the archived forms at once. This is useful if you have a large number of forms archived, or if you need to submit the forms in the same order you originally processed them.

Before you can submit your archived forms, you have to set your network access to *online*. Once you have done this, the Viewer will send all of your archived forms with the next form you submit. The Viewer will submit the archived forms in the same order you originally processed them; however, the Viewer will send the new form that you submitted *before* the archived forms.

To submit all of your archived forms:

1. Open and complete a new form.
2. In the **Basic Preferences**, set your **Network Access** to **Online**.
3. In the open form, click **Submit** or the submit-type button. (Alternatively, you can click **Mail Form**  to email the form.)
  - A **Transmission Queue** dialog box opens.



4. To send only the current form, click **No**. To send the archived forms, click **Yes**.

- The appropriate forms are sent.


### Submitting Archived Forms Individually

You can submit the archived forms individually by opening the stored copies and manually submitting them. This is useful if you need to send a specific form, or if you need to send the forms in a different order than you originally processed them.

When doing this, you should be aware of the following:

- The Viewer will ignore a Network Access setting of *Offline with Archiving*. This means that even if the Viewer is still set to archive forms, it will submit your form rather than archiving it again.
- The Viewer will only submit the archived form you have opened. All other archived forms will remain in the archive, even if you have set the Viewer to work online again.

To submit an individual form:

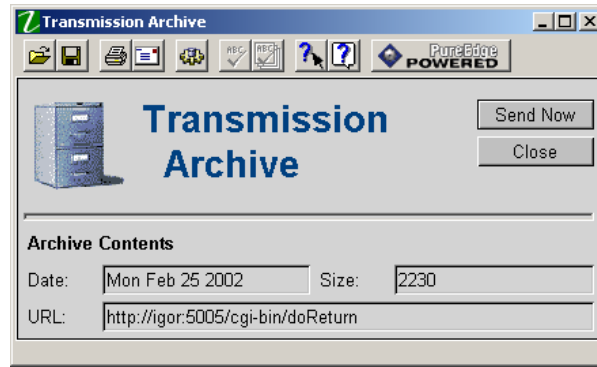
1. Once you have reset the Viewer preferences to work online, click **Open Form**  on the Viewer's toolbar.

---

**Note** You can also use Windows Explorer or your browser to locate and open archived forms.

---

2. Open the **Archive** folder located in the Viewer directory.
3. Open the **Archive.xfd** (or, **Archive#.xfd**) form.
  - A **Transmission Queue** form opens, as shown below. This form provides you with information about the archived form's contents, including the date, size, and the URL to which it will be submitted.



4. Click **Send Now** to submit the form.

- The Viewer submits the form to the addresses indicated in the URL field.

## Signing Forms

Signatures can enhance the security of your forms, and let you know if anybody has tampered with the forms after they have been signed. This section introduces the types of signatures that are available in the Viewer and explains how to use them.

Each version of the Viewer has different signing capabilities:

- **QuickFill Viewer:** no signature functionality.
- **QuickSign Viewer:** allows users to sign forms with Clickwrap signatures.
- **KeySign Viewer:** allows users to sign forms using Public Key Infrastructure (PKI) digital signatures, Clickwrap signatures, and Authenticated Clickwrap signatures.

You can use any version of the Viewer to open and view signed documents. However, you will need the appropriate Viewer to verify signatures. For more information, see “What You Need to Verify Signatures” on page 68.

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**Note** If you are not sure which version of the Viewer you have, click the **About** icon in your Viewer’s task bar. Where appropriate, this manual indicates which versions of the Viewer support a given feature.

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## Clickwrap and Authenticated Clickwrap Signatures

A Clickwrap signature is a non-PKI signature used to sign a form. Essentially, signing a document with a Clickwrap signature indicates that you have accepted the contents of the document and also identifies you through a series of questions and answers. This provides electronic evidence that you accepted the form, and some protection against document repudiation.

Authenticated Clickwrap combines the Clickwrap concept with a shared secret, such as an ID and password, that is known both to you and to the issuer of the form. The password further identifies you, and provides a higher degree of authentication of your identity.

Clickwrap and Authenticated Clickwrap signatures are useful in many situations. However, the highest degree of security and non-repudiation is achieved through digital signatures.

## Digital Signatures

A digital signature is a unique digital code that is appended to a document for security purposes. Just like a written signature, a digital signature identifies the signer. However, unlike a written signature, a digital signature also authenticates a document's data. If someone tries to tamper with a digitally signed document, the signature "breaks". All subsequent users of the document will be aware that the document has been altered.

### Obtaining More Information About Digital Signatures

Several web sites provide detailed information about digital signatures. The following sites can help you understand how digital signatures work, and how they are used in a variety of applications:

- [www.microsoft.com/](http://www.microsoft.com/)
- [www.verisign.com/](http://www.verisign.com/)

### Supported Digital Signature Types

Currently, the KeySign Viewer supports the following types of digital signatures:

- **Microsoft CryptoAPI**: uses standard RSA digital signature technology.
- **Netscape**: uses standard RSA digital signature technology.
- **CIC**: uses a stylus and an electronic tablet to produce handwritten signatures.

- **Entrust:** uses Entrust's digital signature technology.

## What You Need to Use Digital Signatures with InternetForms

To sign forms and to verify signatures, you need the following software on your computer:

- If you are using standard RSA signatures, you will need an Internet browser: Microsoft Internet Explorer version 4.0 or greater or Netscape Navigator/Communicator 4.0 or greater.
- If you are using CIC or Entrust signatures, you will need digital signature software from the appropriate vendor.

---

**Note** For the purposes of this document, RSA signatures will be referred to by the name of the browser with which they are used. For example, if the RSA signature is being used in Netscape Navigator, it will be referred to as a Netscape signature.

---

## Signing Forms

To sign a form:

1. Open a form that contains one or more signature buttons.
2. Click a signature button on the form.
  - The **Digital Signature Viewer** dialog box appears:



3. To sign the form, click **Sign**.

- You will be stepped through the signing process appropriate to the signature type you are using.
4. When you have finished signing, click **OK** in the **Digital Signature Viewer** dialog box.
- You return to your form. The signature button now shows the details of your signature. For example, if you used a Microsoft CryptoAPI signature to sign the form, the signature button would show your name and email address:

Cameron Stewart, cstewart@pureedge.com

Once you have signed the form, the portions of the form that the signature applies to will be locked. This means that you will not be able to change those portions of the form unless you first remove the signature.

---

**Note** If your signature becomes invalid for any reason, the Viewer will unlock the signed portions of the form.

---

## Verifying Signatures

If you receive signed forms from coworkers or colleagues, you may want to verify their signatures. The Viewer provides a single interface that allows you to verify all signature types; however, you must have the right type of Viewer and the right files installed on your computer before you can verify certain signature types.

### What You Need to Verify Signatures

To verify click-wrap signatures, you must have either the QuickSign or KeySign Viewer. To verify digital signatures, you must have the KeySign Viewer. Moreover, the .ifx file that corresponds to the signature type must be installed on your computer. For a list of these files, see the Viewer's Readme.txt file.

---

**Note** As both Netscape and Microsoft use standard RSA signatures, the signatures are cross-verifiable. For example, if you have the Netscape .ifx file on your computer, you will be able to check both the Netscape and Microsoft certificates, and vice versa.

---

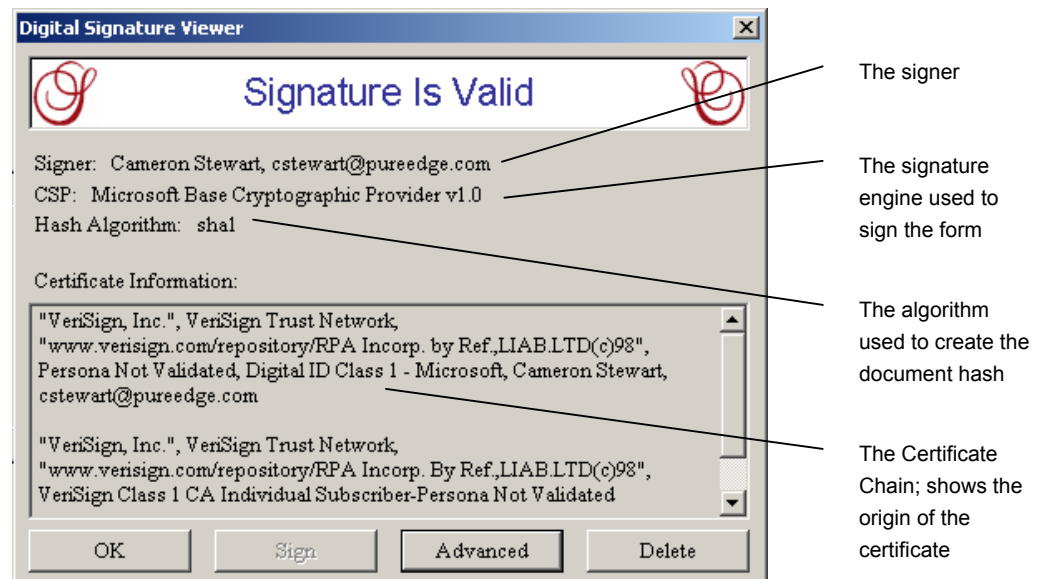
### To Verify a Signature

In most cases, the signature button will indicate whether a signature is valid. However, to see the signature details, follow these steps:



1. Click the signature you want to verify.
  - The **Digital Signature Viewer** dialog box opens.
2. Check the heading in the **Digital Signature Viewer** dialog box. There are three possible headings:
  - **Signature Is Valid** – the form has not been altered since it was signed.
  - **Signature Is Invalid** – the form has changed since it was signed. You should consider the form's contents unreliable. Note that if a signature is invalid, the portions of the form that are signed will not be locked, meaning that you will be able to change that information.
  - **Verified, Not Authenticated** – the form has not been changed, but the signature has not been authenticated by the server. You may see this if you are using Authenticated Clickwrap signatures. You should decide whether you trust the signature based on the business practices in place.

For example, the following dialog illustrates a valid signature:



## Deleting Signatures

To delete a signature from a form:

1. Click the signature you want to delete.
  - The Digital Signature Viewer dialog box opens.
2. Click **Delete**.
  - The signature is deleted.
3. Click **OK**.

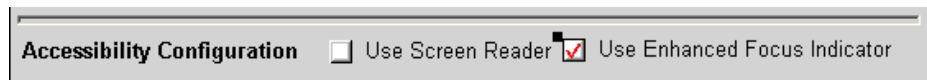
The signature has been removed, and you can alter the form as you wish. The form can be signed again at any time.

## Accessibility Features

The Viewer offers a number of features to help users with vision problems. An enhanced focus indicator makes it easier to see which form item has the focus at any time, while integrated screen reader support enables the Viewer to work with the JAWS screen reader from Freedom Scientific.


### Using the Enhanced Focus Indicator

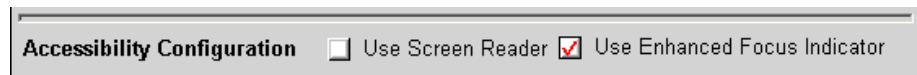
The enhanced focus indicator makes it easier to see which item has the focus by drawing a small, black square near the top-left corner of the item, as shown:



This enhancement appears in addition to the regular focus indicator, which normally outlines an item or places the cursor inside an item.

To enable the enhanced focus indicator:

1. Open a form in the Viewer.
2. Click **Preferences** .
  - The Preferences form opens to the Basic Preferences.
3. Beside **Accessibility Configuration**, select **Use Enhanced Focus Indicator**.




4. Click **Save** to close the Preferences form and save your changes.

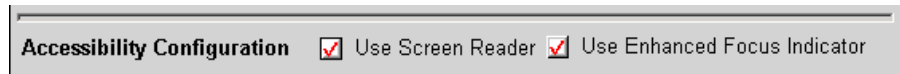
## Using the JAWS Screen Reader

The Viewer offers integrated support for the JAWS screen reader from Freedom Scientific. Each item in a form can have a JAWS-specific message associated with it. When the screen reader feature is enabled, the Viewer checks items for a JAWS-specific message as each item receives the focus. The Viewer then passes the message to JAWS, which reads the message aloud for the user, along with some general information about the item.

If a form does not have any JAWS-specific messages, then JAWS still reads general information about each item, but this information may not be clear to the user.

To enable screen reader support:

1. Open a form in the Viewer.
2. Click **Preferences** 
  - The Preferences form opens to the Basic Preferences.
3. Beside **Accessibility Configuration**, select **Use Screen Reader**.



4. Click **Save** to close the Preferences form and save your changes.

---

**Note** You should always enable the enhanced focus indicator when using screen reader support. This will ensure that the Viewer clearly indicates the focus for all items.

---



## Chapter Five: Troubleshooting

If you experience problems with the Viewer or InternetForms, refer to this section for help.

### Known Issues

#### I get a 'working offline' error when I click buttons while in "Offline" mode

Sometimes when buttons are added to a form, the action the button performs is not set properly (the type defaults to *link*, but in many cases should be changed to *select*). This is often true of buttons that trigger an action in the form, such as the creation of a new row of items. This can result in error messages while working in offline mode, since the Viewer cannot perform a link action when in "Offline" mode. As this is a mistake in form design, you should notify the appropriate personnel in your organization. You can work around this problem in two ways:

1. Ignore the error messages and continue working. The error messages will not affect the performance of the form.
2. Switch to "Offline with Archiving" mode. In this mode, the Viewer will allow link actions. However, remember that if you submit the form the Viewer will automatically archive it.

#### Lines are missing from my printout

A small number of old printers have trouble when the ratio of printer dots to screen dots is not an integer. If this happens to you, open the **Preferences form**, select the **Print Option Preferences**, and under **Miscellaneous Options** turn on the **Integral printer dot to screen dot ratio** option. This causes the Viewer to print the form as large as possible while still maintaining an integral printer dot-to-screen ratio. See page 36 for more information.

#### I cannot submit my form using Netscape Navigator


When you submit forms using Netscape Navigator, the Viewer uses Netscape's web communications library. If you are unable to submit forms using Netscape Navigator, try setting the Viewer to use its own web communications library. To do this, open the **Preferences form**, select **Advanced**, and click **Override Netscape Socket**. Use this option only if you have problems submitting forms using Netscape. This option is not available in all installations of the Viewer. See the section on "Setting Advanced Options" beginning on page 38 for more information.

### **I cannot use my digital certificate to sign forms in Netscape**

You may find that you are unable to use your digital certificate to sign forms in Netscape. This problem occurs when Netscape is upgraded to a newer version after you have installed your digital certificate.

Different versions of Netscape store the digital certificates in different locations. Because Netscape stores this location internally, it is not available to other software, such as the Viewer. This means that sometimes the Viewer cannot locate the Netscape's digital certificate store.

To enable your KeySign Viewer to use your certificate, first use Window's Find or Search tool to conduct a search for cert\*.db. Once you determine the correct file path, follow these steps to change your Viewer preferences:

1. Open any form in the Viewer.
2. On the Viewer toolbar, click the **Preferences** button .
3. Click **Advanced**.
4. In the **Security Profile** field, type the path to the folder containing your digital certificate.
5. Save the preferences.
  - The Viewer will update its preferences and locate the certificate.
6. Open a form containing a digital signature button and test your signature.

---

**Note** If you locate more than one matching file, you may have to configure the Viewer to use each certificate in turn, and test whether that is the correct certificate by signing a form with it. If you do not find any matching files, you will need to obtain a new digital certificate.

---

### **My browser is not displaying the correct version of the form**

If you fill in a form using your browser and then close the browser window or use the **Back** button to exit the Viewer, your browser's cache still only contains the original version of the form. When you try to view the modified form, the browser gets the form from the cache and does not display the correct version of the form. To prevent this problem, you need to clear your browser's cache.

#### **Netscape Navigator (version 4.0 or higher)**

In Netscape Navigator, you must clear both the memory cache and disk cache. To do this:

1. Open Netscape Navigator.
2. From the **Edit** menu, select **Preferences**.
  - The **Preferences** window opens.
3. From the **Category** list on the left side of the window, open the **Advanced** directory and select **Cache**.
  - The right side of the window displays the Cache settings option.
4. To clear the Cache, click both **Clear Memory Cache** and **Clear Disk Cache**.
5. Click **OK** to save the settings.

#### **Internet Explorer (version 4.0 or higher)**

To clear the temporary cache:

1. Open Internet Explorer.
2. From the **Tools** menu, select **Internet Options**.
  - The **Internet Options** dialog box opens.
3. On the **General** tab, click **Delete Files** and click **OK**.

To change Internet Explorer's cache settings:

1. Open Internet Explorer.
2. From the **Tools** menu, select **Internet Options**.
  - The **Internet Options** dialog box opens.
3. Click **Settings** and select **Every visit to the page**.
4. Click **OK** to save the settings.

#### **I cannot submit my form using Internet Explorer**

When you submit forms using Internet Explorer, the Viewer uses Internet Explorer's web communications library. If you are unable to submit forms using Internet Explorer, try setting the Viewer to use its own web communications library. To do this, open the **Preferences form**, select

**Advanced**, and click **Override Internet Explorer Sockets**. Use this option only if you have problems submitting forms using Internet Explorer. This option is not available in all installations of the Viewer. See the section on “Setting Advanced Options” beginning on page 38 for more information.


### **The digital certificates for all users on the computer are available**

When signing a form in Internet Explorer under Windows 95/98, you may find that all digital certificates on the computer are listed as available, regardless of which user is trying to sign. To list only the current user’s certificates when signing a form, follow these steps:

1. From the **Start** menu, point to **Settings**, and choose **Control Panel**.
2. Double-click the **Passwords** button.
3. Select the **User Profiles** tab.
4. Choose the radio button that allows users to customize their settings.
5. Click **OK**.

If you see an error message stating that there is no signature certificate associated with your email address, it means the address in your Viewer preferences does not match the address you specified when you obtained your certificate. Change the Viewer preferences to reflect the address in the certificate.

### **The Check Spelling icon is not active (I cannot check the spelling of a certain field)**

The Check Spelling button  will only be active if you are in a Viewer item that allows data entry (for example, a text field) *and* the form’s design allows spell checking. Ensure your cursor is in the field you want to spell check. See page 23 for more information.

### **The date field will not accept the date I enter.**

The Viewer will try to interpret any numeric date you enter. However, since you can enter dates in a number of formats, such as DD/MM/YYYY or MM/DD/YYYY, the Viewer is not always able to interpret the date correctly. When a date is ambiguous, the Viewer will interpret it in the format specified in the Viewer preferences. Also, remember that once you tab out of a completed date field, the form will often convert the date to a different format.



To quickly add the current date to any date field, you can type an asterisk (\*) and then press the TAB key to move out of that field. The Viewer automatically inserts the current date into that field.

For more information on entering dates in the Viewer, see page 35.

**When I enter a dollar value, the field won't accept anything after I enter the dollar sign (\$).**

Some fields that call for a dollar value may actually be formatted to handle numeric values only. In other words, they cannot accept dollar signs. If this is the case, you should only enter numbers, even if the field represents a dollar value. See page 21 for more information.

**When I display an attached file, my browser opens but the attached file does not.**

The Viewer first attempts to display attached files using your preferred browser, which can usually pass the file to other programs on your computer. For instance, a JPEG image would be displayed in the browser, while a .pdf file would be passed to Acrobat Reader.

In some cases, your browser may be unable to locate an appropriate application. For example, multimedia files can appear as broken images in your browser when your browser does not have a the correct plugin to view that file type.

To correct this, note the location of the file (on the browser's address line) and use Windows Explorer to open that file directly. If the file still does not open, you may not have the appropriate software installed on your computer. Contact **support@PureEdge.com** for assistance.

## **How to Contact PureEdge Solutions**

### **Electronically**

To learn more about the Viewer or other components of Internet Commerce System products, or to contact us, visit our web site at: **www.PureEdge.com**.

For frequently asked questions, visit: **www.PureEdge.com/faq/**.

For Viewer support, send email to: **support@PureEdge.com**.

For Purchase information, send an email to **info@PureEdge.com**.

You can also find documentation for other PureEdge products on our documentation web site at:  
**<http://docs.PureEdge.com/>**

**By Mail**

4396 West Saanich Road  
Victoria, BC  
V8Z 3E9 Canada

**By Phone**

Telephone: 1-250-708-8000  
Fax: 1-250-708-8010  
Toll Free: 1-888-517-2675

# Index

## A

accessibility features, 70  
 acclabel option, support for, 71  
 advanced options, setting, 38  
 API, 1  
 appearance options, 39  
 archived forms, about, 62  
 archiving forms. *See* working offline  
 audience for manual, 2

## B

backing up your submissions, 33  
 basic preferences, 32  
 border, printing a border on the form, 39  
 boundary, printing a border on the form, 39  
 browser  
   clearing cache, 15  
   configuration, 32  
   Viewer plugin, 8  
   viewing forms in, 14

## C

cache, clearing, 15  
 check boxes  
   setting the check box style, 39  
 checking  
   field input, 35  
   signatures, 68  
   spelling in all text fields, 11, 24  
   spelling in text fields, 11, 22, 23, 24  
 clearing web browser cache, 15  
 click-wrap signatures  
   about, 66

  checking, 68  
   deleting, 69  
   verifying, 68  
 closing forms, 29  
 configuring  
   advanced preferences, 38  
   basic preferences, 32  
   browser, 32  
   browser socket overrides, 40  
   certificate identity filter, 40  
   email, 34, 41  
   form appearance, 39  
   input options, 35  
   print preferences, 29, 36  
   security profile, 40  
   spelling checker, 51  
   tabbing options, 36  
   URL/CRL checking, 40  
 contacting PureEdge, 77  
   by mail, 78  
   by phone, 78  
   electronically, 77  
 controlling the tabbing options, 36  
 copying attached files, 45  
 copying text, 18  
 current item, enhancing the focus indicator, 70  
 cutting and pasting text, 18

## D

dates  
   automatically adding current date, 36  
   automatically entering current date, 22  
   formatting, 35  
 deleting  
   attachments, 47

- signatures, 69
  - text, 18
- Designer, 1
- dictionary
  - adding and deleting words, 54
  - creating new dictionary files, 58
  - exporting word lists, 60
  - importing word lists, 59
- digital signatures
  - about, 66
  - deleting, 69
  - identity filters, 40
  - invalid signatures, 69
  - RSA signatures, 67
  - security profile, 40
  - valid signatures, 69
  - verifying, 68
- displaying attached files, 49
- documentation
  - for other PureEdge products, 78
- documents, attached
  - adding, 45
  - copying, 45
  - displaying, 49
  - removing, 45
  - saving, 50
- E**
- email
  - configuring, 34, 41
  - emailing forms, 11, 43
  - opening forms from, 15
- enclosures. *See* attachments
- enhanced focus indicator, 70
- entering dates in a certain format, 35
- error messages, 21
- errors, troubleshooting, 73
- exporting word lists to dictionary, 60

- extensions, filename, 3
- extracting attached files, 45

## F

- fields
  - checking spelling in, 22
  - error messages, 21
  - input checking, 35
  - invalid field, 21
  - moving through fields, 15
  - numeric fields, 22
  - optional fields, 21
  - text field, 22
  - using fields, 21
  - with red background, 21
  - with white background, 21
  - with yellow background, 21
- filename extensions, 3
- files, attached. *See* documents, attached. *See* documents, attached
- filters, identity, 40
- focus
  - enhancing the focus, 70
- form appearance options, 39
- form title. *See* Viewer title bar
- formatting dates, 35
- forms
  - about archived forms, 62
  - as attachments to email, 43, 44
  - attaching files to, 45
  - closing, 29
  - displaying attached files, 49
  - emailing, 11, 43, 44
  - error messages, 21
  - filename extensions, 3
  - filling out, 15
  - opening, 11
  - opening from a web browser, 14

- opening from an email, 15
- opening from Windows, 13
- printing, 11, 27
- printing a border on the form, 39
- saving, 11, 26
- saving attached files, 50
- sending archived submissions, 62
- sending as email attachments, 45
- sending with email, 43, 44
- signing, 67
- submitting, 26
- toolbar icons, 11
- using fields, 21

## G

- getting help, 12

## H

- handicapped accessibility, 70
- help
  - toolbar help mode icon, 11
  - tooltips, 12

## I

- ICS API, 1
- ICS Designer, 1
- ICS Viewer. *See* Viewer
- identity filters, 40
- impaired vision, accessibility for, 70
- importing word lists to dictionary, 59
- indicator, enhanced focus, 70
- input options, 35
- input, checking field input, 35
- installing the Viewer
  - directions, 5
  - location of installed files, 7
- Internet Explorer

- overriding sockets, 40
- invalid fields, 21
- invalid items, tabbing out of, 36
- invalid signatures, 69

## J

- JAWS screen reader support, 71

## K

- keyboard commands, 17
- KeySign Viewer
  - .ifx files, 8
  - digital certificate identity filter, 40
  - digital signatures supported by, 66
  - security profile, 40
  - signature functionality of, 65
  - verifying signatures with, 68

## L

- location of installed Viewer files, 7

## M

- mail configuration, 34
- mandatory items, tabbing out of, 36
- MAPI. *See* Messaging Application Programming Interface
- mode, user, 7
- moving and copying text, 18
- moving through fields, 15

## N

- Netscape, overriding sockets, 40
- network access, 32
- numeric fields, 22

**O**

- offline mode, 33
  - errors when working in offline mode, 73
- offline with archiving mode, 33
- online mode, 33
- online with backup mode, 33
- opening forms, 11
  - from a web browser, 14
  - from an email, 15
  - from Windows, 13
- opening the preferences form, 31
- optional fields, 21
- options. *See* preferences
- overriding
  - Internet Explorer socket, 40
  - Netscape socket, 40

**P**

- plugin
  - browser plugin for Viewer, 8
- predictive input checking, 35
- preferences
  - advanced, 38
  - basic, 32
  - browser configuration, 32
  - checking field input, 35
  - date formats, 35
  - emailing, 41
  - mail configuration, 34
  - opening, 31
  - print options, 29, 36
  - security options, 39
  - setting, 11
  - tabbing options, 36
- printing forms, 11, 27
- profiles, using different user profiles, 7
- PureEdge

- contact information, 77

**Q**

- queued forms, about, 62
- queuing
  - sending archived submissions, 62
- QuickFill Viewer
  - signature functionality of, 65
- QuickSign Viewer
  - .ifx file, 8
  - signature functionality of, 65
  - verifying signatures with, 68

**R**

- reader, screen, 71
- red background, fields with, 21
- removing attached files, 45
- RSA signatures, 67

**S**

- saving attachments, 50
- saving forms, 11, 26
- screen reader support, 71
- security options, 39
- security profile, 40
- sending forms, 43
- setting
  - advanced options, 38
  - email preferences, 42
  - print options, 29, 36
  - Viewer preferences, 11
- shortcuts, keyboard, 17
- sight impairments, accessibility for, 70
- signatures
  - click-wrap. *See* click-wrap signatures
  - digital. *See* digital signatures
- Simple Mail Transfer Protocol (SMTP), 43

SMTP. *See* Simple Mail Transfer Protocol

spelling

- checking in all text fields, 11
- checking in text fields, 11, 22, 23
- managing the spelling checker, 50
- setting options, 51

submitting forms, 26

support

- getting, 77
- PureEdge's support web site, 77

system requirements, 5

## T

tabbing options, 36

text

- cutting and pasting, 18
- deleting, 18
- fields, 22
- moving and copying, 18

title bar, 10

toolbar icons, 11

tooltips, 12

troubleshooting, 73

type-checking options, 35

## U

user accessibility, 70

user mode, 7

user profiles, using different, 7

## V

valid signatures, 69

verifying signatures, 68

version of Viewer, checking, 65

Viewer

- about, 1, 2, 11

- checking the version, 65

- installing, 5

- overview, 1, 2

- purchasing a license, 7

- running, 9

- running as a stand-alone application, 9

- starting, 9

- title bar, 10

- toolbar icons, 11

- using, 41

- Viewer form, 12

- Viewer window, 11

- where files are installed, 7

- working offline, 61

viewing InternetForms, 1

vision impairments, accessibility for, 70

## W

web browser. *See* browser

white background, fields with, 21

Windows, opening forms from, 13

word lists

- adding and deleting words, 54

- creating a new word list, 58

- exporting word lists, 60

- importing word lists, 59

working offline, 61

- archiving forms, 61

- sending archived submissions, 62

## X

X style check boxes, 39

## Y

yellow background, fields with, 21